

FIG. 4b

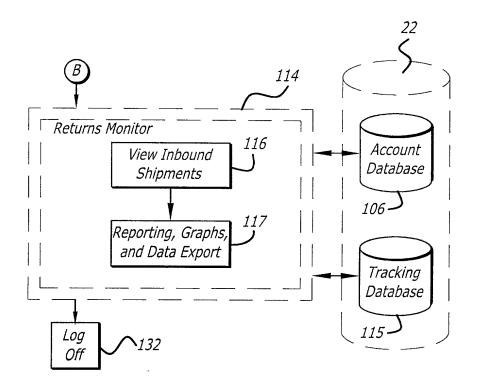
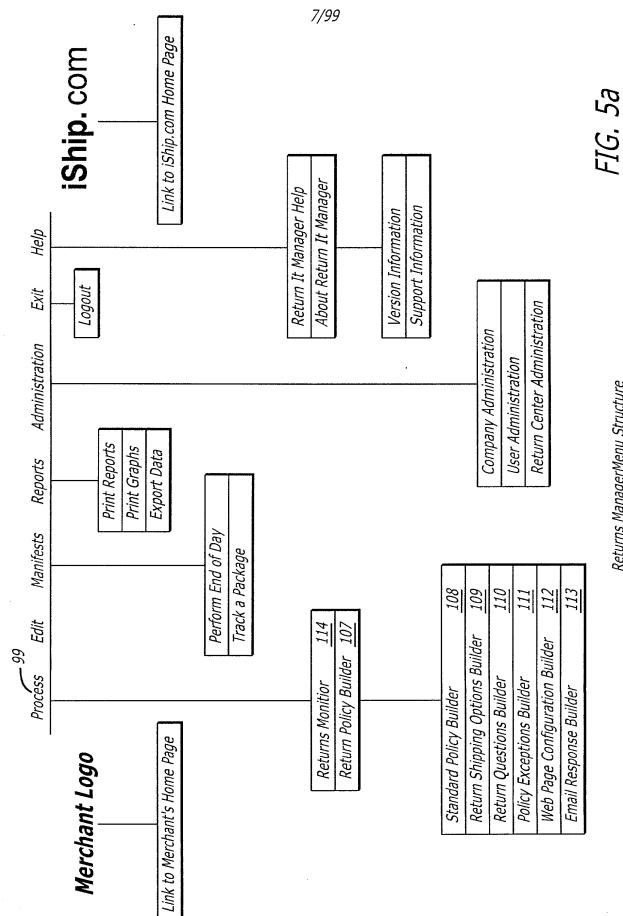


FIG. 4c



Returns ManagerMenu Structure

Returns Manager Page

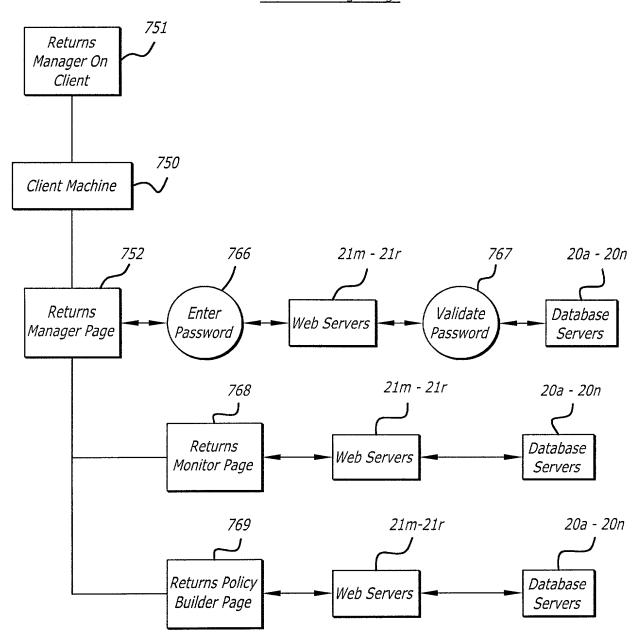
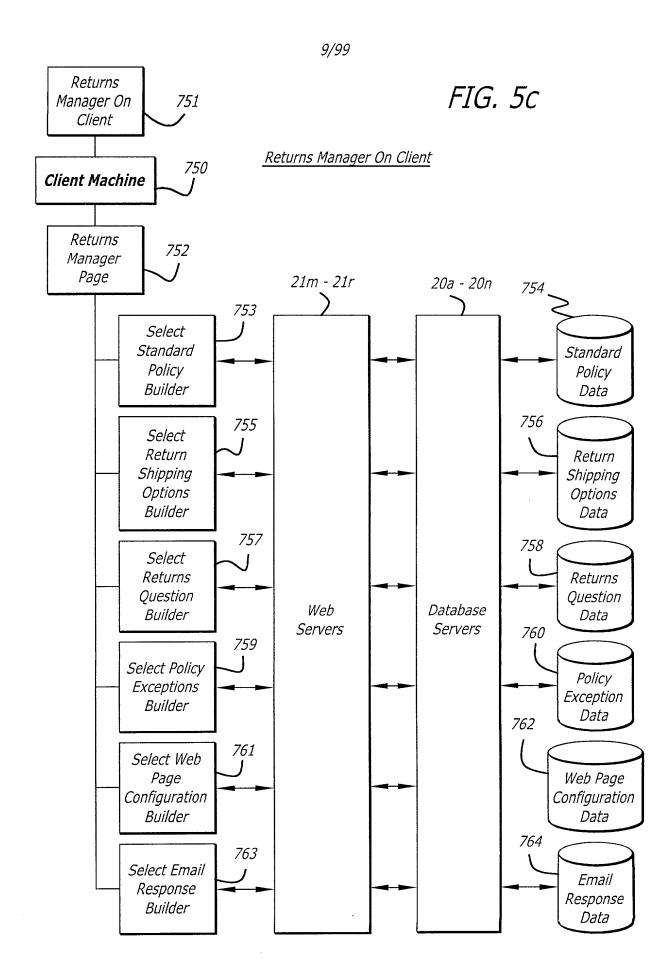


FIG. 5b



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Database Table Representation

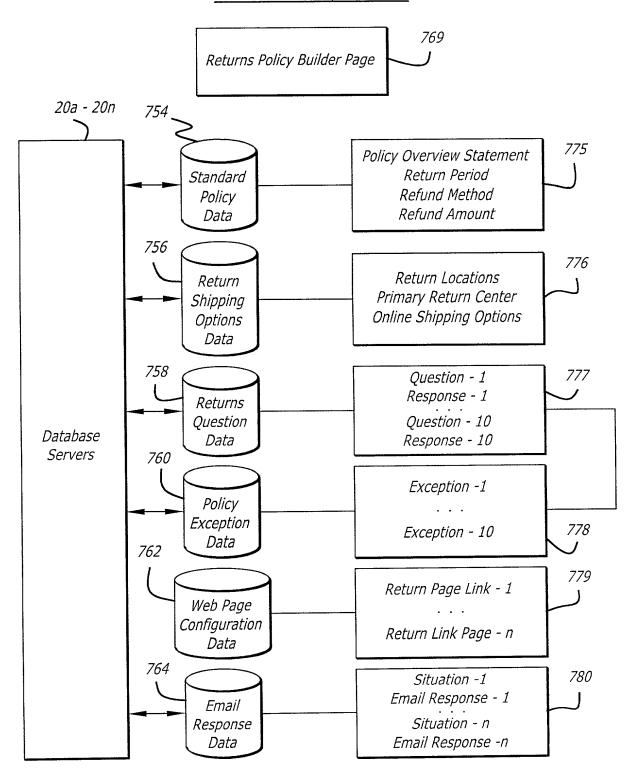
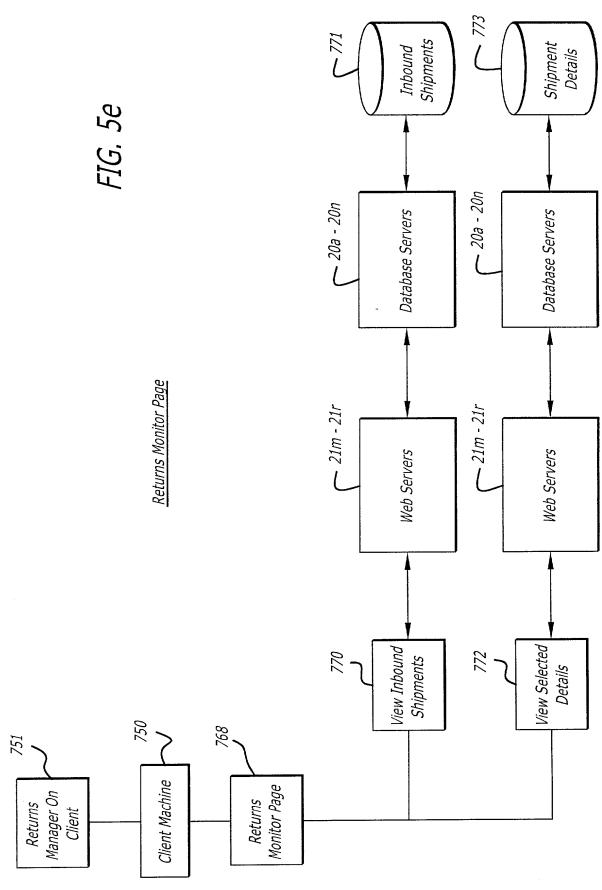


FIG. 5d



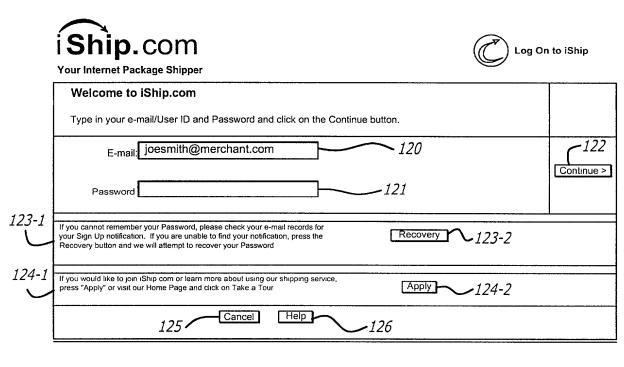


FIG. 6

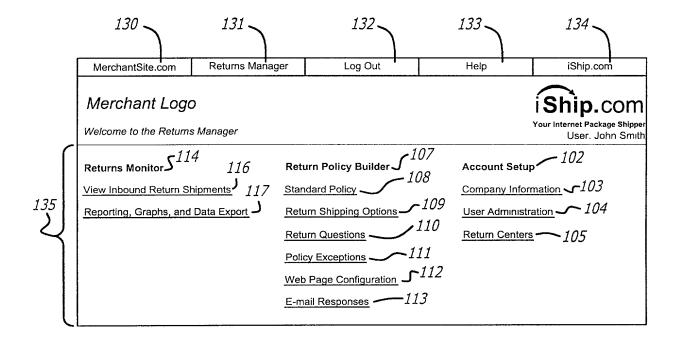


FIG. 7

MerchantSite.com	Returns Manager	Log Out	Help	iShip com
Merchant Logo)			Ship.com Your Internet Package Shipper User: John Smith
Company mormation				USEL: JOHN SHILL
Company Name:	1 40			
Logo URL:	141			
Color Preference:	142			
Customer Sevice: email	, phone number to be use	d as escape hatch for tri	icky responses	<u></u>

FIG. 8

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
Merchant Logo	0			Ship.com Your Internet Package Shipper User John Smith
Return Policy B	145 150 Warehouse Receiving Manager, M	nanager, Store Manager erchandise Manager		
Email, Phone Numbers	149	110		

FIG. 9

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
Merchant Logo)			Ship.com
Return Centers				Your Internet Package Shipper User: John Smith
Center Name: Attn: Address 1, 2 City, ST ZIP Country Tel Number	-152 153		specially retail locations	s). Feeds ZIP-based retail

FIG. 10

	MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
	Merchant Logo)			Ship.com Your Internet Package Shipper User: John Smith
		and edit a consistant, auto			is is the general policy for
	Policy Overview State	ment			
160-1		overall returns policy. Thi e returns logic you will buil			
160-3	CUL>Any apparel, la condition.Any unopened	days of receipt of wn & garden equip CD, DVD, VHS tape, merchandse or to accessories.	oment, furniture, or software.	or books in ori	iginal \(\lambda_{161-1} \)
160-2		to refund returned	l pharmeceutical	s or food.	
,	With few except	tions, we issue a < s these conditions	- full refund<!--</td--><td>b> for the price</td><td></td>	b> for the price	
	Preview	162			
	Return Window	 167			
163	Customer may return ite	l of Shipment ▼ 16	56		
	Customer may return ite	ems for: 170 Store Credit 0	Only Choic	-171 ce of Refund or Store C	:redit
	Refund Amount	172			
	Refund amount will included a second	—174 ☑ Tax on Iter	$ \begin{array}{c} -177 \\ -177 \end{array} $	175 Original Shipping Char	ge

FIG. 11

	MerchantSite.com	Returns Manager	Log Out	Help	ıShip.com
	Merchant Logo			į	Ship.com
	Return Locations				User: John Smith
	Where will you permit of 181 Online Only. Customers can print a select Primary return con 184 Any retail store	ustomers to return items? chipping label from your stenter: Returns Center, Ames ems purchased online to	tore and ship the package	183	3
	Which online shipping of 186 Merchant Pays.	options do you want to off	er?		
187-1 187-2 - 187-3 - 187-4 - 187-5 -	UPS 3 Day Select UPS 2nd Day Air UPS Next Day Air UPS Next Day Air UPS Customer pays.	8-1 US Postal Ser 8-2	189-1 FedEx 189-2 FedEx	Etandard Overnight Priority Overnight Play Express Saver	Mail Boxes Etc.
	Select carrier options: 192 UPS	offer customers the converted 193 US Postal Service 76	194 ☑ FedEx	printing a label during th	tc.

FIG. 12

MerchantSite.com	Returns Manager	Log Out	Help	ıShip.com
Merchant Logo	0			i Ship. com
Return Responses				Your Internet Package Shipper User: John Smith
	tions to ask customers re		ne an appropriate respor	ise for each answer. To
•	asked" policy, turn all que	estions oil.		
Question 1	200			
201 ☑ On (enabled)	202] Off (disabled)			
☑ On (enabled)	J Oπ (disabled)	203		
Question: Why are you	returning this item?			
Agir A	204 bout each item to be retu	med Once per i	return	
ASK. G AI	bout each item to be retu	inled Conception	206	
Answer Heading: You	may return items for the follow	ving reasons:		□ ₂₀₉₋₁ <u> </u>
Answer Choices:	C 207	Response:		209-1
Incorrect Item Received			e for our error. We will is id pay for shipping the co	
	4	208-	a pay to tempping and a	-
		—— Display R	esnonse	209-2
	2.	10 Estimula issue	-211-1 -211-2 Refund, Pay Return Shipping	Pay Replacement Shinning
	242	Edit Follow up		213-2
Item Arrived Damaged or D	efective 212	-		
nem / mived Barnaged or B	J. Committee of the com	We apologiz	e for the problem with yo	our snipment.
	21	3-1-		7
	2	14 ✓ ☑ Display R	esponse	213-3
	2	Follow Up Ask	- 215-1	
	~ 216	Edit Follow up	~215-2	217-2
Customer Choice (Problem		We apologiz	e for the problem with yo	our order. We will issue
	0.4	a full refund	for your item.	
	21	7-1		217.2
	2	18 Display F	Response - 219-1 - 219-2	217-3
	C^{220}	Edit Follow up	~ 219-3	221-2
Other(Please specify)			e for the problem with yo	our order. We will issue
	22	21-1	ior your nom	-
		Display F	Pesnonse	221-3
	2	22 Sisplay F	— 223-1 —223-2 e Refund, Do Not Pay for Ship,	
	~ 221	Follow Up [.] Issu Edit Follow up		omg
Add/ Pamov/	e Answer Choices		· 223 3	
Add Customer comme	ints field.			
225		FIC 13=)	

	The state of the s
Question 2 230	,
☑ On (enabled) ☐ Off (disabled)	
Question: Would you like a replacement for the item, or a refund	?
Ask: About each item to be returned	Once per return
Answer Heading:	
Answer Choices:	Response:
Replacement	We apologize for the problem with your order. We will send a replacement immediately.
	☑ Display Response
	Follow Up Do not Issue Refund, Pay Return Shipping, Pay Replacement Shipping <u>Edit Follow up</u>
Refund	We apologize for the problem with your order. We will issue a full refund for your item.
	▼
	☑ Display Response
	Follow Up Issue Refund, Pay Retum Shipping <u>Edit Follow up</u>
Add/ Remove Answer Choices	
Add Customer comments field.	
Question 3 231	
☐ On (enabled) ☑ Off (disabled)	
Question:	
Ask: About each item to be returned	Once per return
Answer Heading:	Personne
Answer Choices: Replacement	Response:
- Tage and the same and the sam	
	☐ Display Response
	Follow Up:
	Edit Follow up
Add/ Remove Answer Choices	
✓ Add Customer comments field	

FIG. 13b

FIG. 13c

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Question 4 232	
☐ On (enabled) ☑ Off (disabled) Question:	
Ask: About each item to be returned	Once per return
Answer Heading: Answer Choices:	Response:
Replacement	
	☐ Display Response
	Follow Up [.] <u>Edit Follow up</u>
Add/ Remove Answer Choices	
Add Customer comments field.	

Question 5 233	
☐ On (enabled) ☑ Off (disabled)	
Question:	
Ask: About each item to be returned	Once per return
Answer Heading:	
Answer Choices:	Response:
Replacement	_
	☐ Display Response
	Follow Up
	Edit Follow up
Add/ Remove Answer Choices	
✓ Add Customer comments field.	
176 Cancel	Save 177

234-1-a Question 1

Response 11	Instruction A	Instruction B	
<u>235-1-a</u>	<u>236-1-a</u>	<u>236-2-a</u>	
Response 12	Instruction M	Instruction L	Instruction S
<u>235-2-a</u>	<u>236-13-a</u>	<u>236-12-a</u>	<u>236-19-a</u>

234-2-a Question 2

Response 21	Instruction L	Instruction B	
<u>235-3-a</u>	<u>236-12-a</u>	<u>236-2-a</u>	
Response 22	Instruction A		
<u>235-4-a</u>	<u>236-1-a</u>		
Response 23	Instruction S	Instruction M	Instruction T
<u>235-5-a</u>	<u>236-19-a</u>	<u>236-13-a</u>	<u>236-20-a</u>

234-XX-a
Question XX

Response XX1	Instruction B	Instruction A	
235-6-a	<u>236-2-a</u>	<u>236-1-a</u>	
Response XX2	Instruction T	Instruction L	
<u>235-7-a</u>	<u>236-20-a</u>	<u>236-12-a</u>	

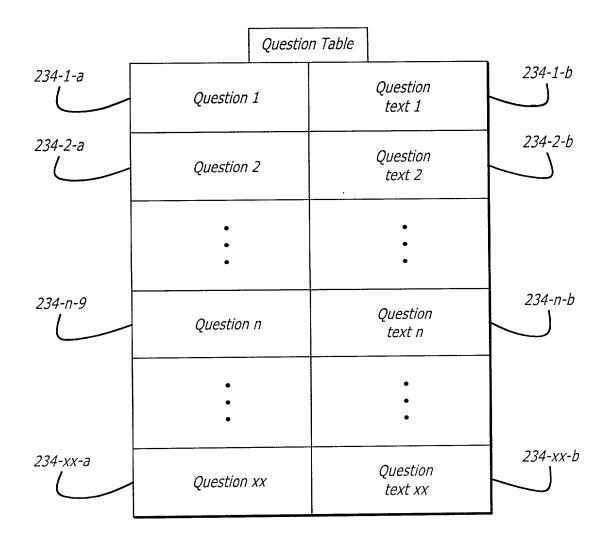


FIG. 13f

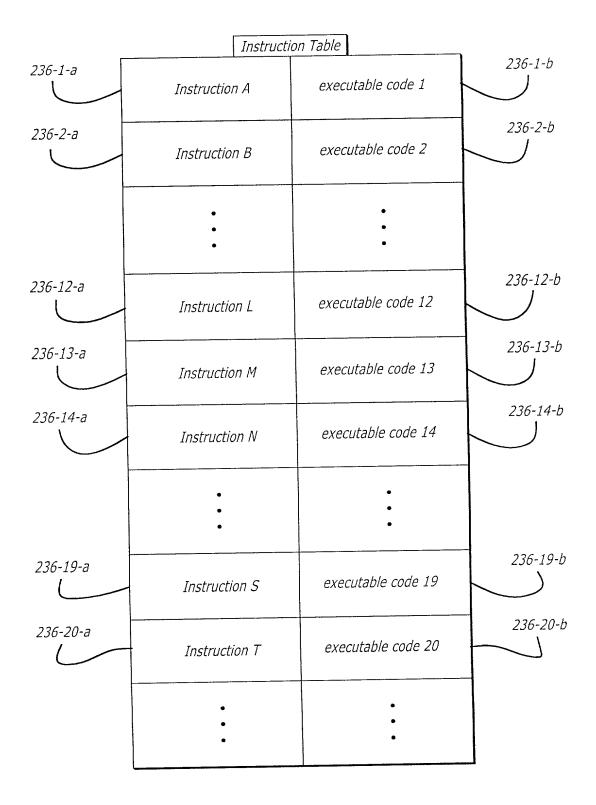


FIG. 13g

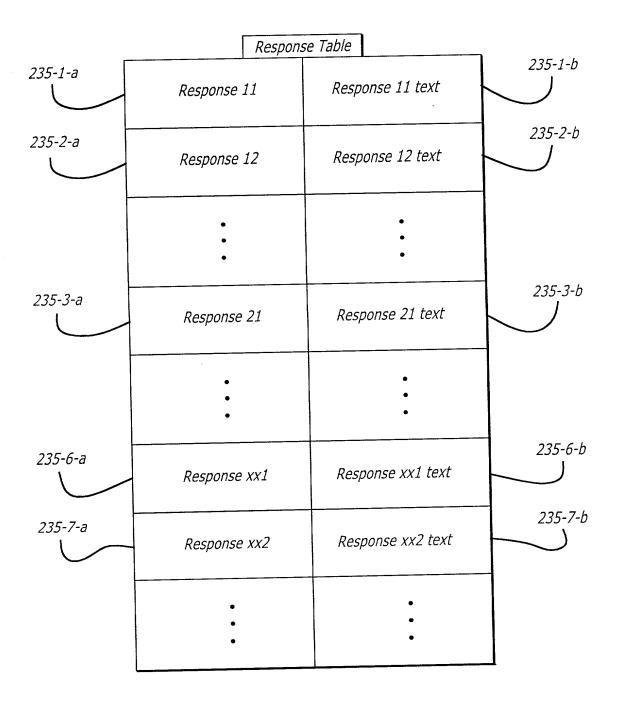
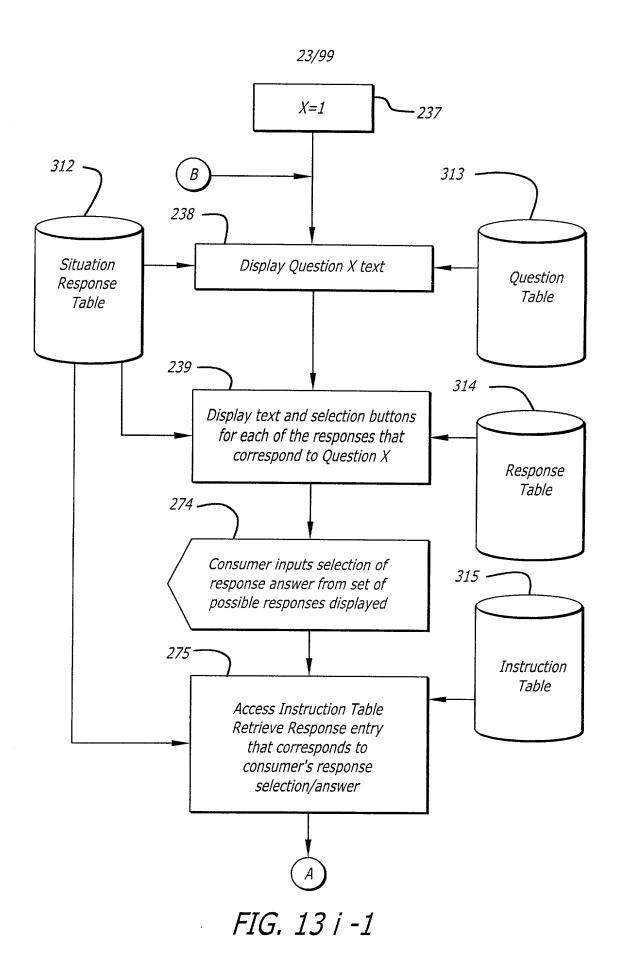


FIG. 13h



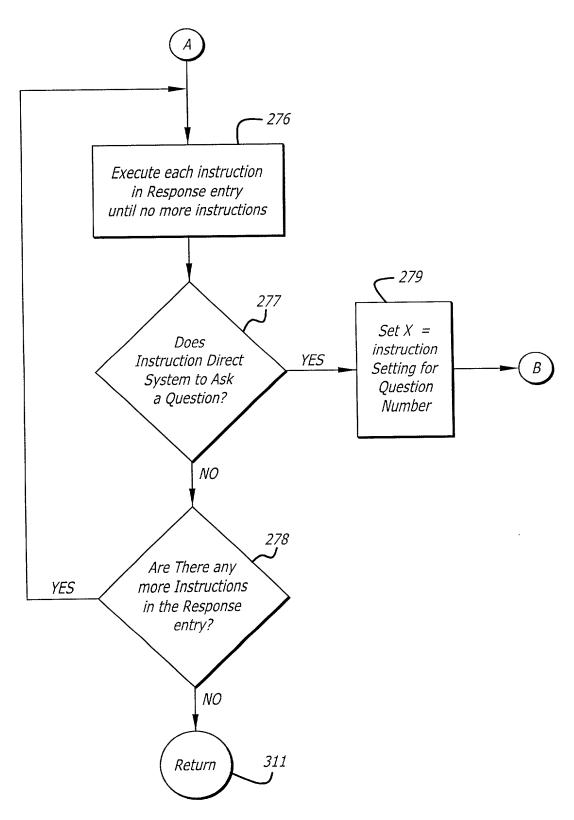


FIG. 13i -2

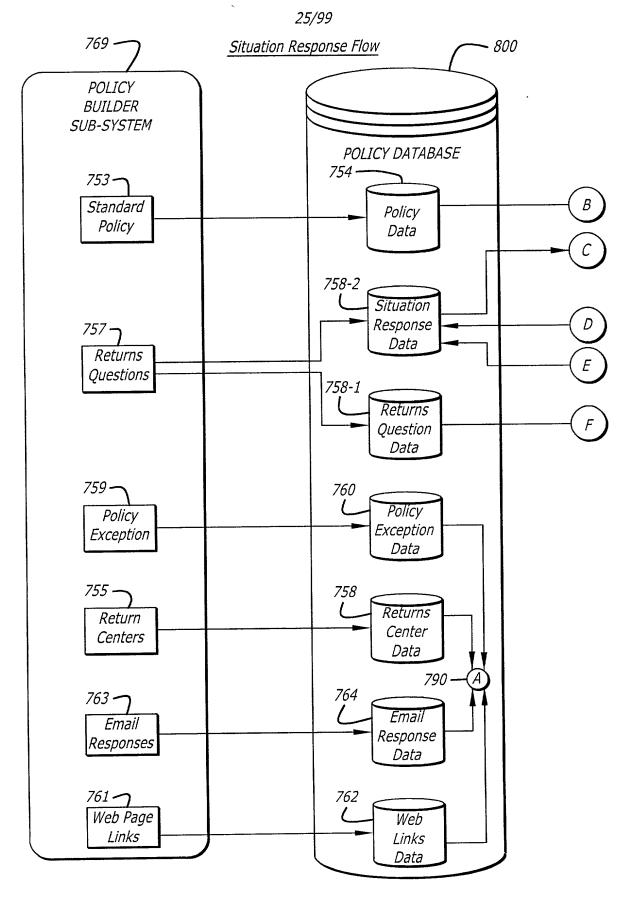


FIG. 13j-1

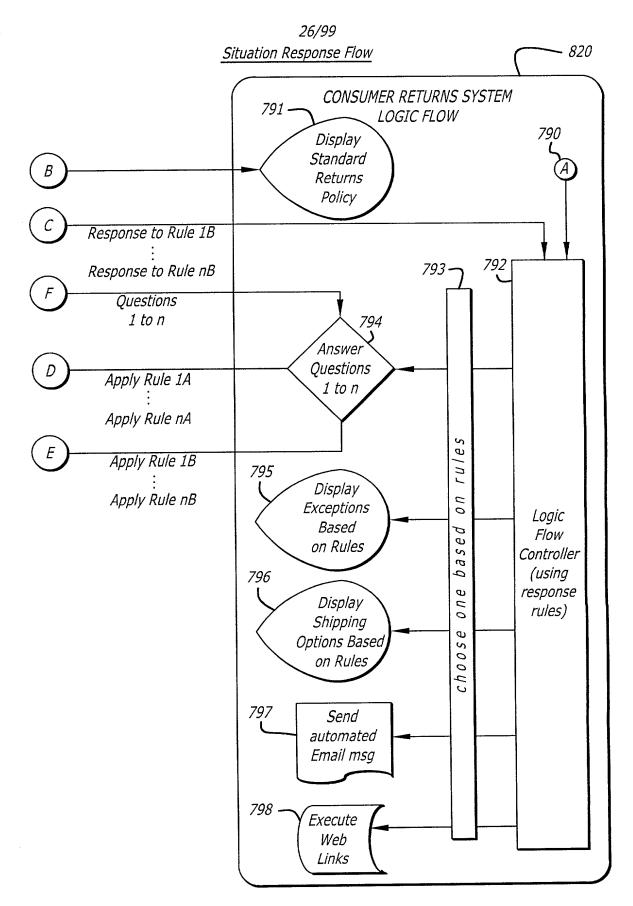


FIG. 13j-2

MerchantSite.com	Returns Manager	Log Out	T		
Merchantolle.com	Returns Manager	Log Out	Help	iShip.com	
Merchant Logo)			Ship.com Your Internet Package Shipper	
Follow-Up Actions				User: John Smith	
Create follow-up actions	s for each return respons	e.			
Authorized? 240	C^{241}	\int_{No}^{242} \int_{Unc}^{2}	?43		
Issue refund:	ò Yes	S No S Und	determined		
Justified?	. 245	5 ²⁴⁶ 5 ²⁴	17		
Pay for return shipping:	Yes	S No S Und	determined		
Replacement?	- 248 249	$\begin{cases} 250 \\ No \end{cases}$	51		
Pay for replacement ship	pping: Yes	P No P nu	determined		
Notify customer service			_ 7	CC.	
1		254 Sothe	er Email: service@mercha	ont com	
Ask additional questions? ————————————————————————————————————					
] Q4 (1 Q5 (1 Q6 (1	1 Q7 Q8 Q9 Q9 3 265	Q10 267		
Add Follow	-Up Actions]			
ك 268					
17	76 Cance	Save	17	7	

FIG. 14

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
Merchant Logo				Ship.com Your Internet Package Shipper User: John Smith
"We're sorry, we do "Have special crite "Have you opened thave specialty sh	ed for refund for any reason for not except returns of phria that must be met beford the package?" apping criteria. The returns, but do not payories 271	tic "unjustified" resp d opened underwee Triggers additional o reason."	onse. ar."	

FIG. 15

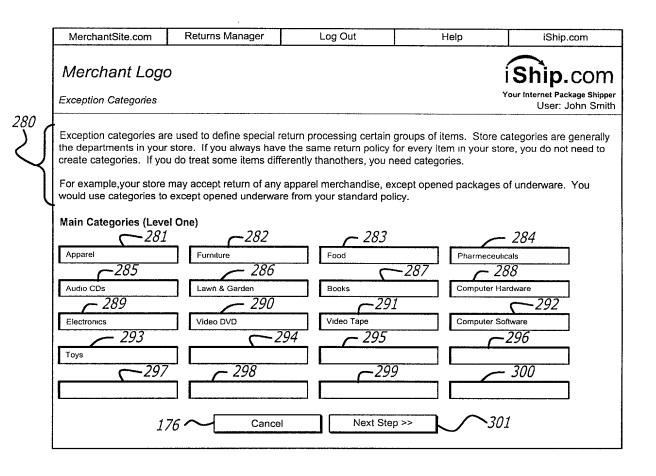


FIG. 16

	7		1	7	7
Γ	Z (J,	L	/	а

Returns Manager

MerchantSite.com

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Log Out

Help

iShip.com

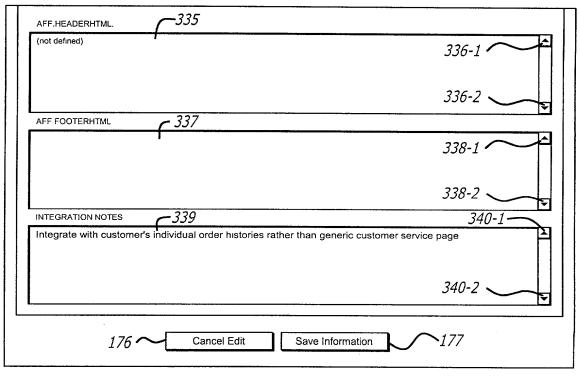
Merchant Logo	í Shìp. com
Store Categories	Your Internet Package Shipper User: John Smith
Apparel 281	
Subcategories 302 Mens Womens	
306 307	308 309
Second-Level Subcategories 310	
Furniture — 282	
Subcategories	
Second-Level Subcategories	
Food	
Subcategories	
	FIG. 17b
Second-Level Subcategories	
Pharmaceuticals — 284	
Subcategories	
Second-Level Subcategories	
Category Name	
Subcategories	
Second-Level Subcategories	<u>,</u>

FIG. 18a

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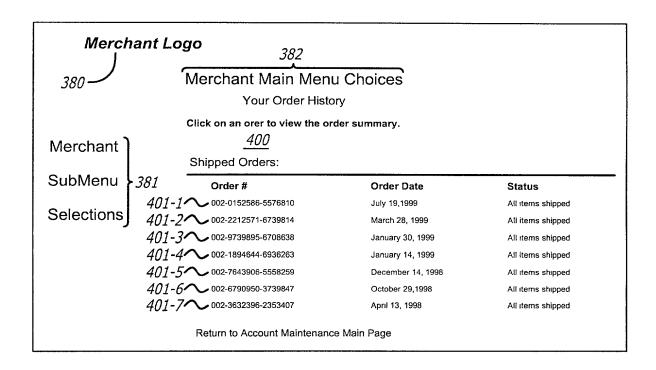
MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
Merchant Logo	o			Ship.com
Veb Page Configuration	n			Your Internet Package Shippe User: John Smit
Set up pages hosted b	y iShip.com			
	AFF.URL: http://www.ishij	p com		~320
ARR C	ANCELURL: http://www.puff	erfish.com/affdemo/index.htm		~321
AFF	DONEURL http://www.puff	erfish com/affdemo/ındex.htm		~322
AFF TITLEI	FONTFACE: Arial, Helvetica			~ 323
AFF	FONTFACE Arial, Helvetica			~324
AFF.PAGE	BGCOLOR: #FFFFF			~325
AFF SHA	DECOLOR: #FFFFF			~326
AFF.TITLEB	ARCOLOR #7093DB			~327
AFF.TITLEFO	NTCOLOR. #FFFF00			~328
AFF.HC	OVERTEXT Partners are co	ol		~329
AFF IM	AGENAME: http://marketing	i.iship com/graphics/partnerlogo.	gıf	~330
AFF IN	MAGETEXT. Partner.com - V	Where Partners Partner for Busin	ess	~331
AFF.	SITETEXT. Where Partners	Partner for Business		→332
AF	FF.USERID (not defined)			~333
AFF PA	ASSWORD (not defined)			~334

FIG. 18b



,	MerchantSite.com	Returns Manager	Log Out	Help	iShip.com	
	Merchant Logo				Ship.com	
	Email Responses				Your Internet Package Shipper User: John Smith	
350 351	Customer: edit text - on shipment of return package - on receipt of return package - on receipt of return package - Merchant (optional): email sent on shipment. Change: - routing: primary recipient(s), cc, and bcc. Can include routing to customer service for logging into CRM so (Siebel, Remedy,etc), shipping dock managers, other logistics or operations managers subject line: set to include key IDs: RMA#, customer #, order #, SKU, etc body text					

FIG. 19



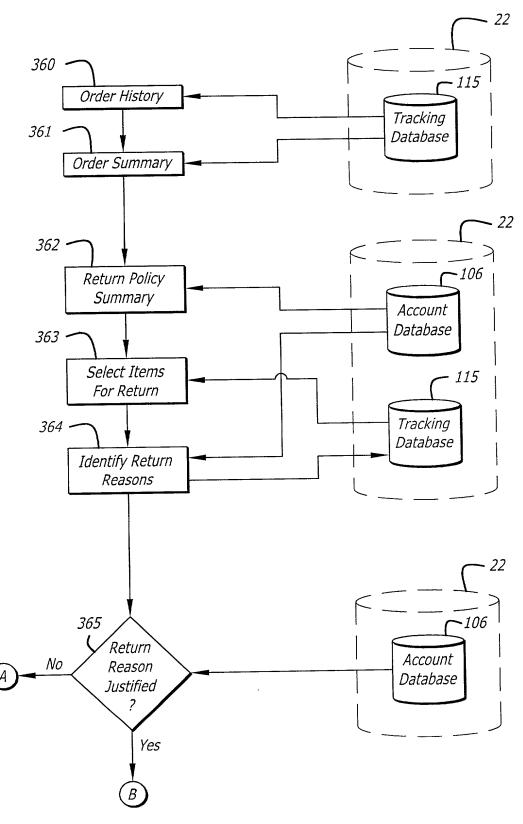


FIG. 20a

MINING BELLEVE HANDERS IN STATE OF STREET WHEN THE REPORT OF STREET

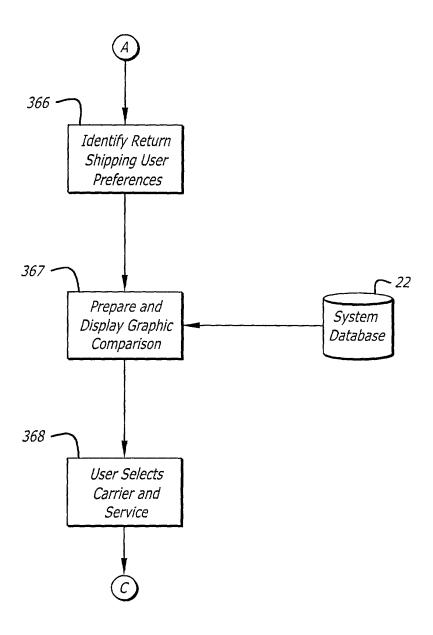


FIG. 20b

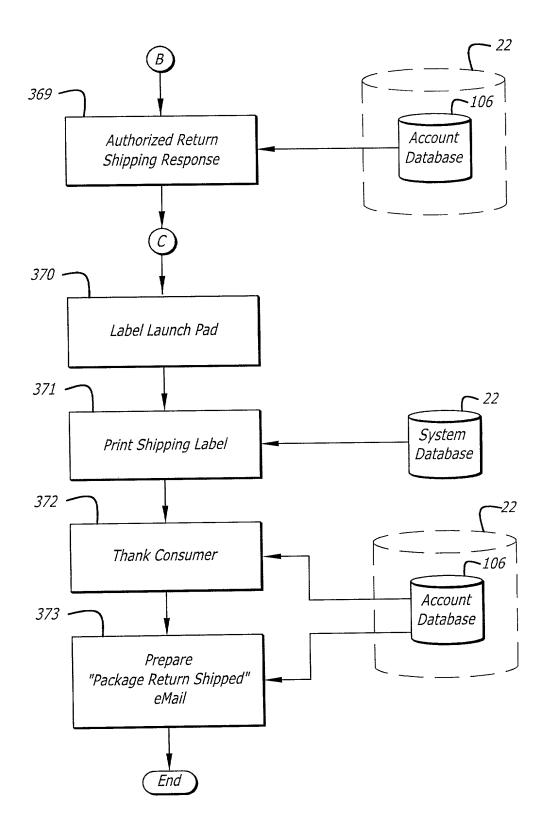
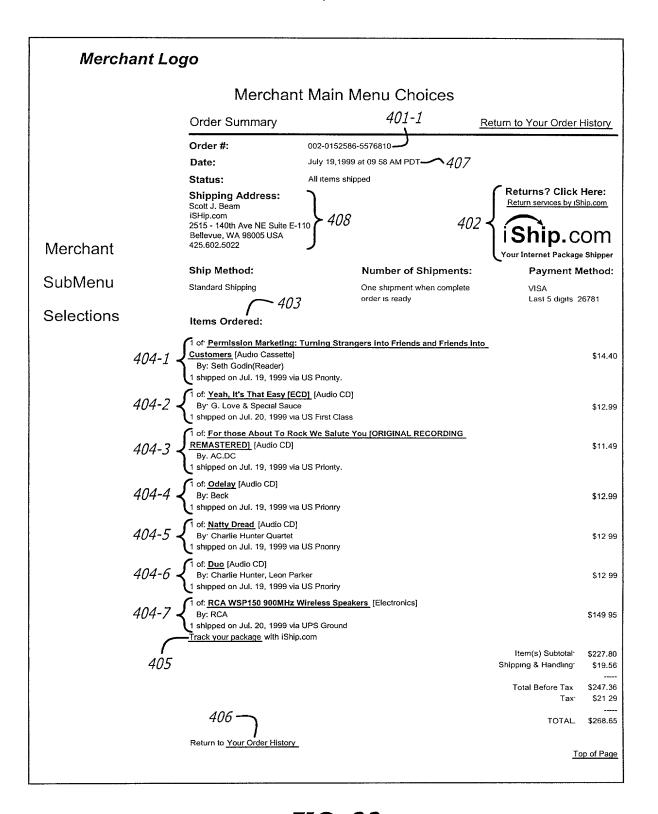


FIG. 20c



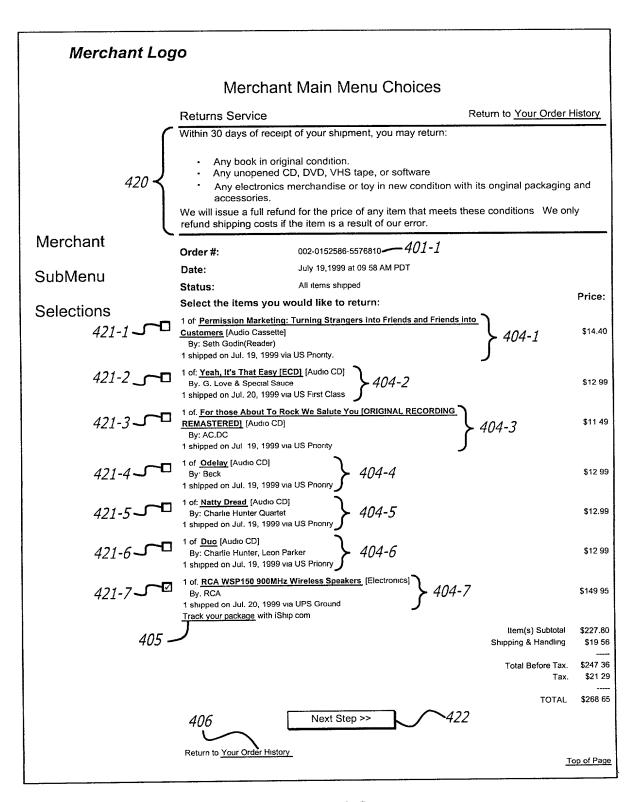


FIG. 23a

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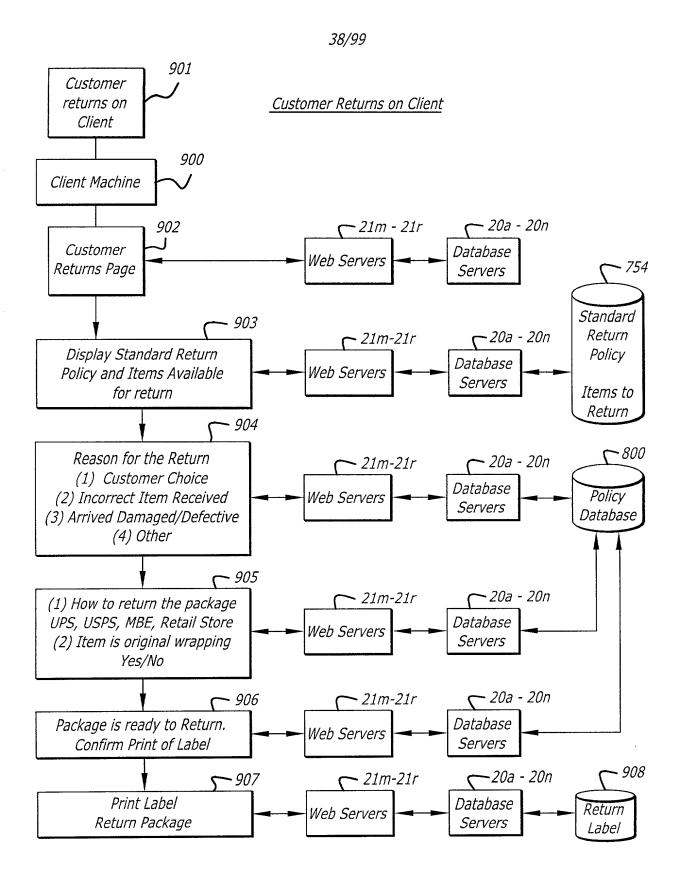


FIG. 23c

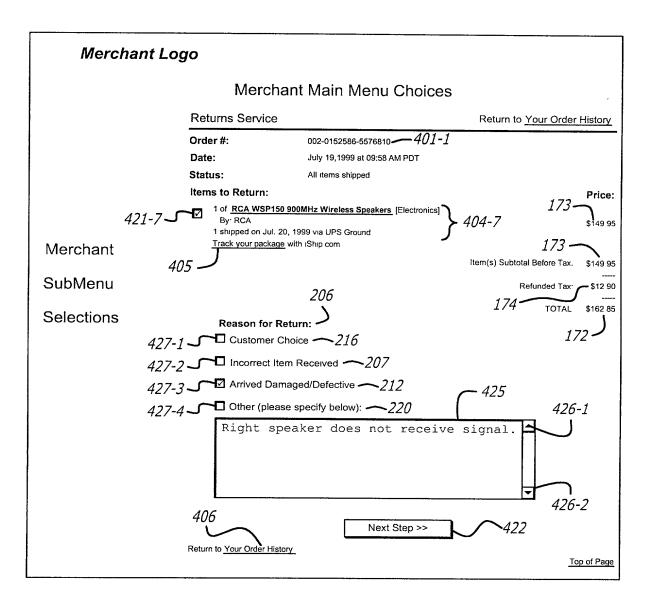


FIG. 24

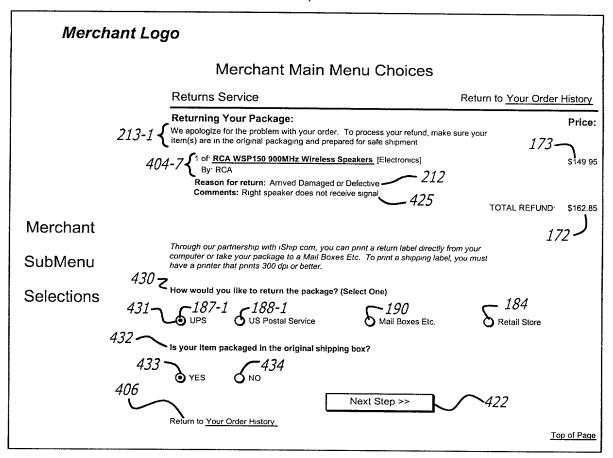
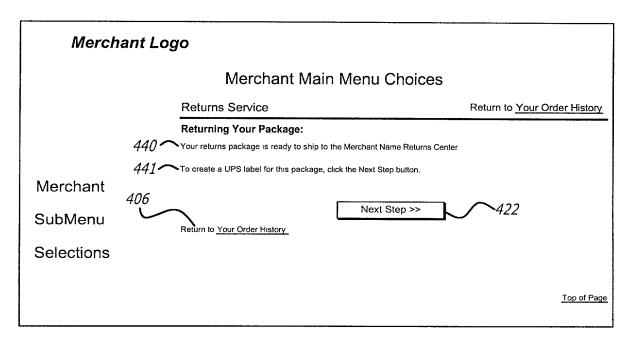


FIG. 25



450 -ISH 1.00 ELECTRONICS RETURNS DEPARTMENT - (234) 234- 2345 (420) SHIP TO POSTAL CODE (420) 19803 TRACKING #: 1Z 345 321 03 0002 8462 REF #1: Return wireless audio speakers Merchant Name 1122 JIMMY SNUKA BLVD WILMINGTON DE 19803 SHIP TO:

PRINT THIS LABEL NOW

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional charges

To prepare your package for shipment, you need to do the following

- Use the Print button in your browser to print this page to your laser printer
 Fold the printed page in half and use as the shipping label.
 Affix the shipping label to your package so that the entire label is visible

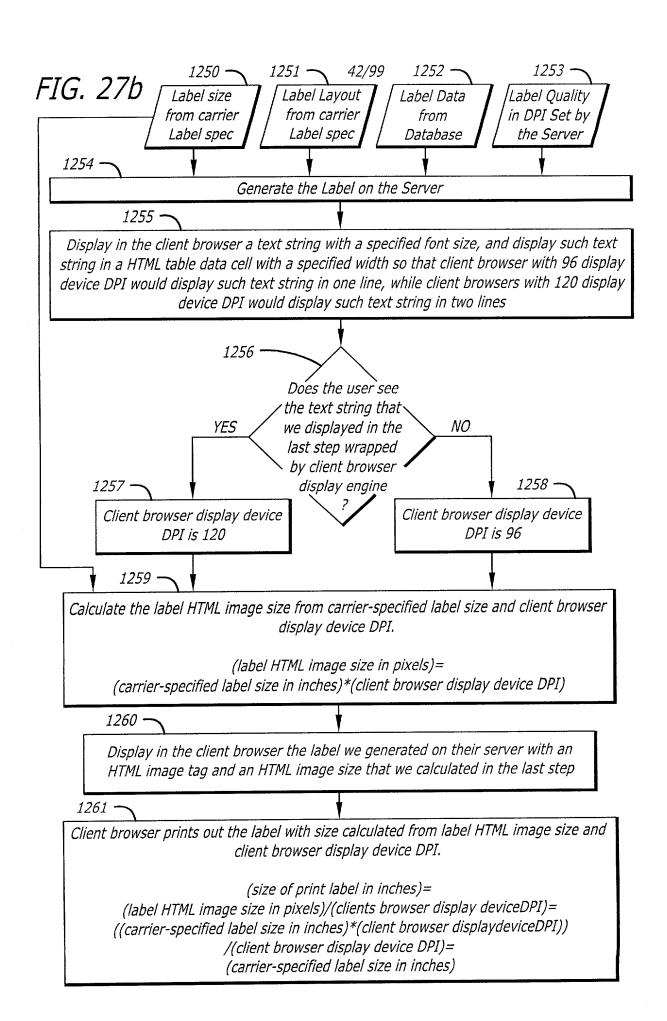
Click here to return to.

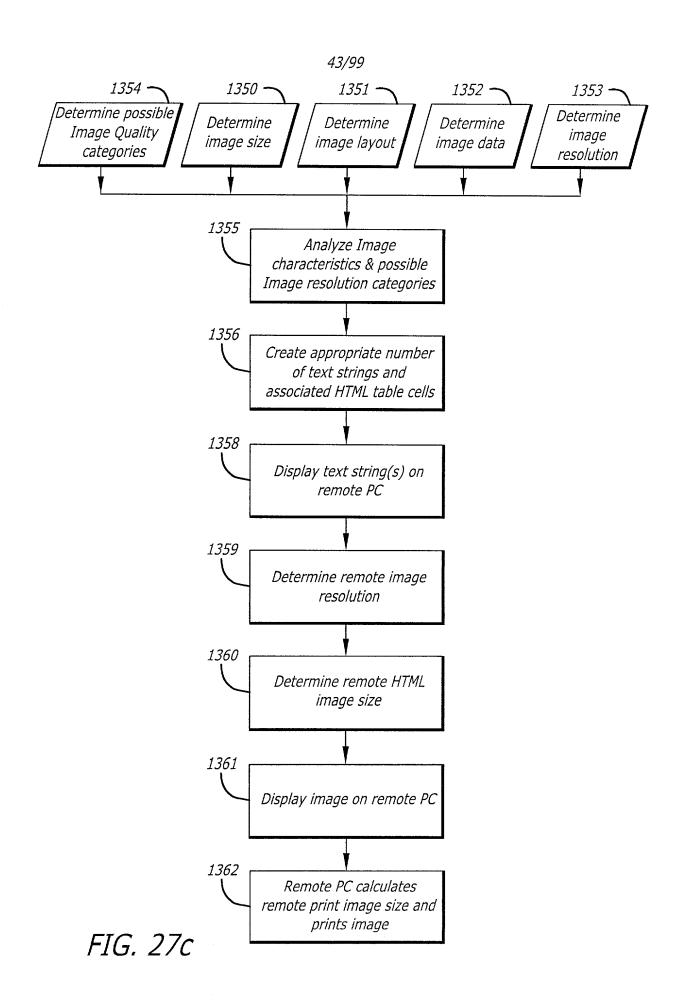
Merchant Logo Website



Your Internet Package Shipper

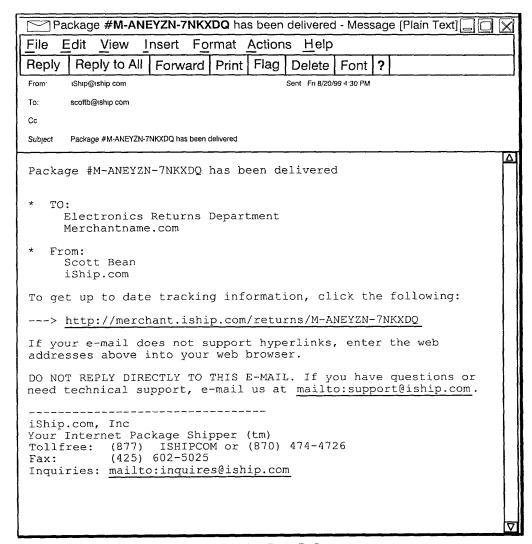
FIG. 27a





Merchant Logo Merchant Main Menu Choices Returns Service Return to Your Order History Thank you for shopping Merchant Name 455 We will issue a refund as soon as we receive your package 456 Return to your Merchant Name Welcome Page. Merchant SubMenu Return to Your Order History Top of Page

FIG. 28



Package #M-ANEYZN-7NKXDQ is scheduled for pickup - Message [Plain Text]													
<u>File Edit View Insert Format Actions Help</u>													
Reply	Reply to All	Forward	Print	Flag	Delete	Font	?						
From:	om: ıShıp@iship.com Sent: Tue 9/7/99 9:36 AM												
To [,]	To scottb@iship.com												
Cc:													
Subject	Package #M-ANEYZN-7	NKXDQ is schedul	ed for picku	р									
follov * TO:	Electronics Returns Department												
* FRO	Merchantname.com * FROM: Scott Bean iShip.com												
*PICKU F	JP: Regular Pick	up											
	JP DEADLINE: Tuesday, Sep	tember 7	, 199	9									
	VERY DATE: Wednesday, S	eptember	15,	1999,	5:00 PM	М							
To get	complete t	racking	infor	matio	n on th	is pa	cka	ıge	÷, (clic	ck h	ere	:
> http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ													
If your e-mail does not support hyperlinks, enter the web addresses above into your web browser.													
DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or need technical support, e-mail us at mailto:support@iship.com.													
Your I	com, Inc internet Pac ries: mailto				<u>n</u>								

FIG. 30

Merchant Logo Merchant Main Menu Choices Returns Service Return to Your Order History Within 30 days of receipt of your shipment, you may return: Any book in original condition. Any unopened CD, DVD, VHS tape, or software Any electronics merchandise or toy in new condition with its original packaging and We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error. Merchant Order #: 002-0152586-5576810 Date: July 19,1999 at 09:58 AM PDT SubMenu Status: All items shipped Price: Select the items you would like to return: Selections 1 of: Permission Marketing: Turning Strangers into Friends and Friends into Customers [Audio Cassette] \$14 40 By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority. 1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce \$12.99 1 shipped on Jul. 20, 1999 via US First Class 1 of: For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] \$11.49 By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority. 1 of: Odelay [Audio CD] By: Beck \$12.99 1 shipped on Jul. 19, 1999 via US Priority 1 of: Natty Dread [Audio CD] 421-5-5 By: Charlie Hunter Quartet \$12 99 1 shipped on Jul. 19, 1999 via US Prioring 1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker \$12.99 1 shipped on Jul. 19, 1999 via US Priority 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By. RCA \$149.95 1 shipped on Jul. 20, 1999 via UPS Ground Track your package with iShip com Item(s) Subtotal: \$227.80 Shipping & Handling: \$19.56 Total Before Tax: \$247.36 \$21.29 Tax TOTAL. \$268.65 Next Step >> Return to Your Order History Top of Page

FIG. 31

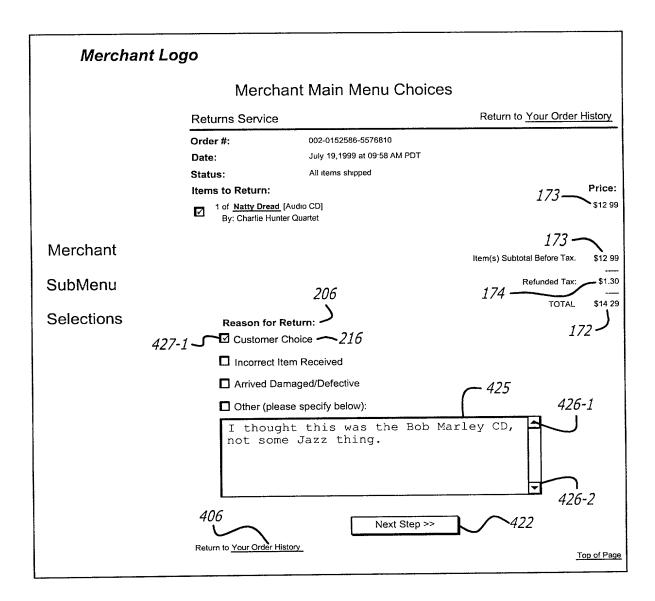


FIG. 32

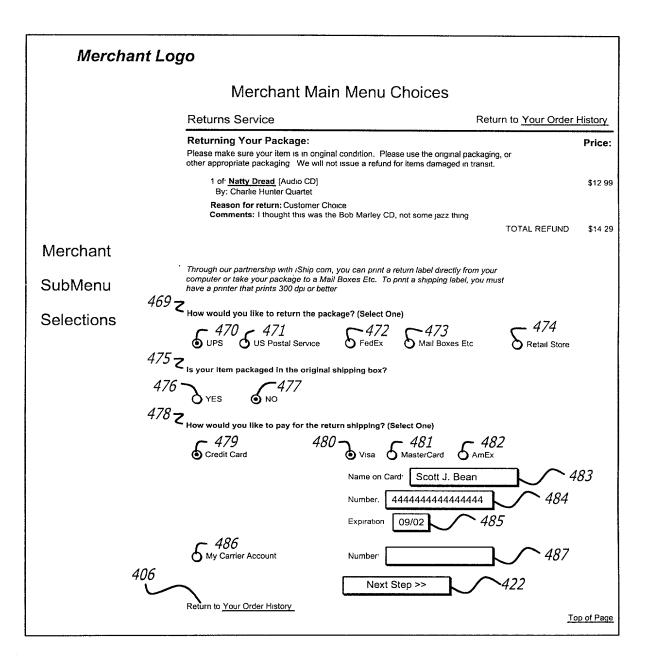


FIG. 33

iShip. com	
Prepare Your Shipping Estimate	
To find out the available services and charges for your shipment, fill out the information below. You will be able to add options on the next Page	
To get started, simply complete the form below and choose Continue!	,
Enter the Shipment Weight and Packaging My shipment will weight:	
bs 2 oz (Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds.)	
501 — I am using the following packaging: 502 Carrier Letter 503 Carrier Box Carrier Pak or Tube Control Pak or Tube The dimensions (in inches) are	
Other packaging. The dimensions (in inches) are: 506 Length	
507 The packaging is irregular or is not standard	
Enter Your I will ship the item FROM:	1
Postal Codes This postal code: 91105 98125, for example	
I will ship the item TO:	
This postal code: 98125 98125, for example 512	
This city:	
This country:	
The delivery address for my shipment is a: Business 515 Residence	
iShip.com currently supports packages shipped from the U.S.	
Add Carrier Loss Protection 516 I want to protect my shipment from carrier loss or damage. The value of the contents is:	
Most services automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection. (Learn More)	
125 Cancel Continue >>]
Having trouble? Click hiser for help * Questions or comments about (Ship com? Click here * (Ship com Privacy Policy	

FIG. 34

iShip. com	
Select Your Optio	ns
Select Your Carriers 520	I will ship my item using any of the following carriers: Airborne Express JUPS Service Note: Your shipping charges will be based on carriers' basic rate. If you have an account
Select Your DroppOff/Pickup Option	with custom rates, your actual shipping charges will be different from those shown. I will ship my package from: My location by calling the carrier for pickup OR
	My Drop-Off/Pickup Option is different for each carrier: Advanced 526 If you are unsure of which shipping location to select, click the Learn More button for more information. 527 Learn More
Enter Your Handling Charges °	I will add labor or materials fees to my shipping charge: % of shipping charges and/or fixed amount You will see the total of carrier shipping charges plus your handling charges.
Select Your Shipping Date	1 will ship my item on: 530 3/21/00 - Today 531 527
Select Tracking	I want to be able to track the shipment until it has been delivered: 532 Required 527 Learn More
<u>Having In</u>	540 << Back Continue >> 422 buble? Click hser for help * Questions or comments about iShip com? Click here * iShip com Privacy Policy

FIG. 35

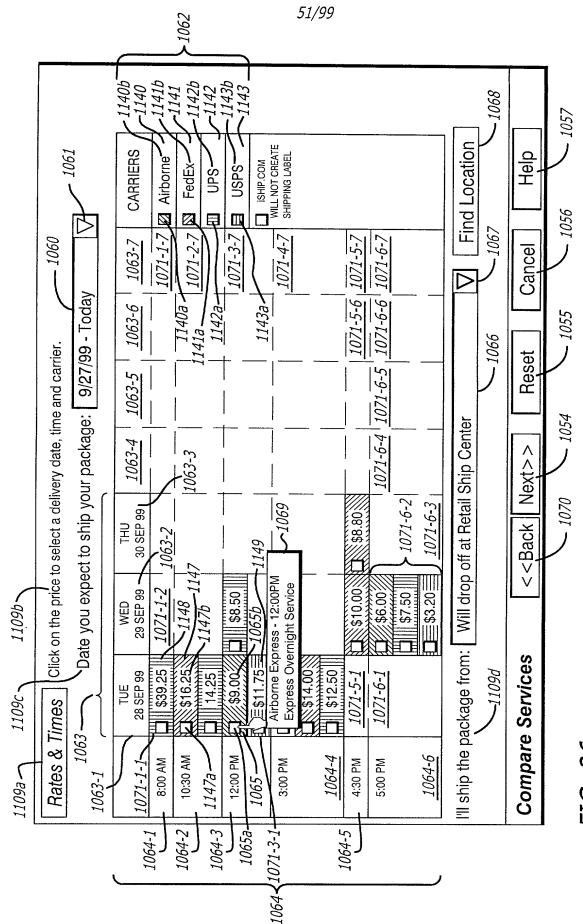


FIG. 36a

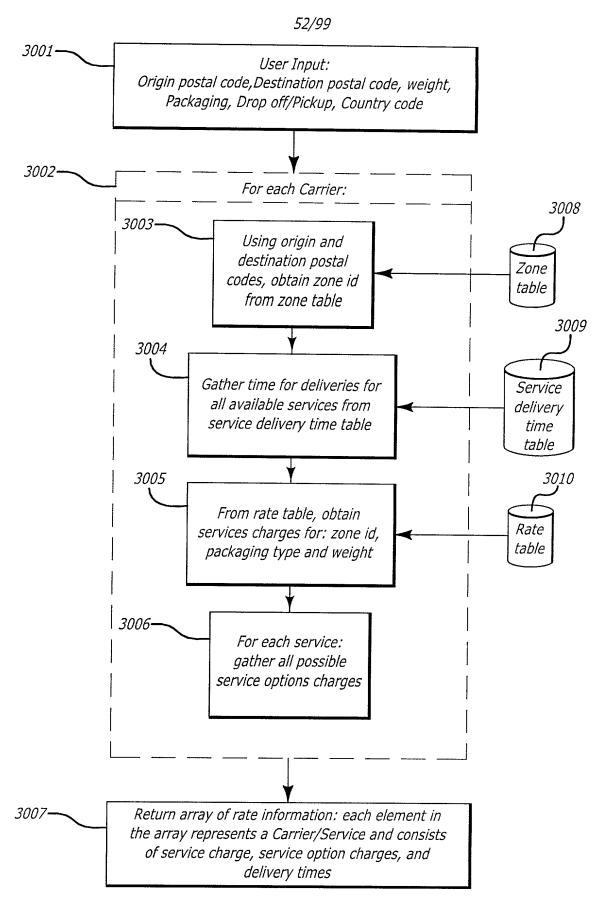
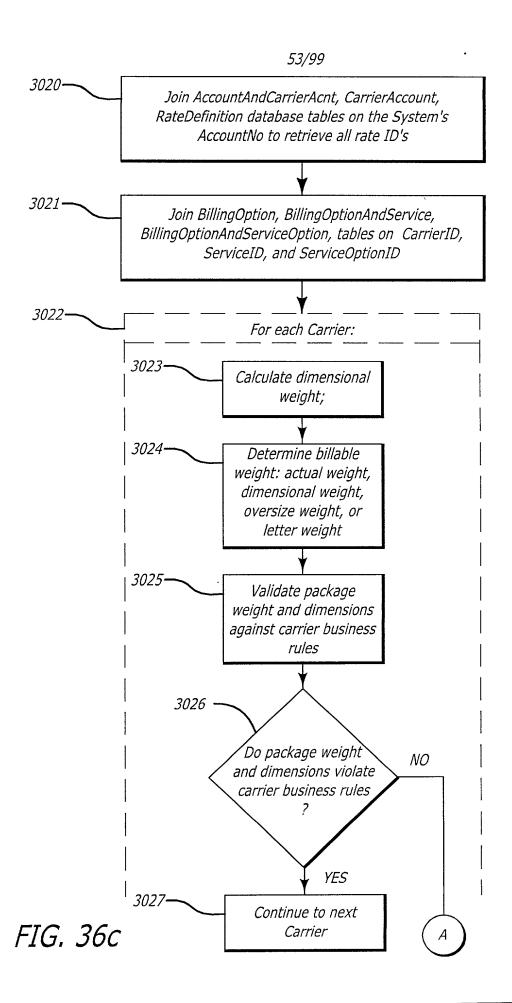


FIG. 36b



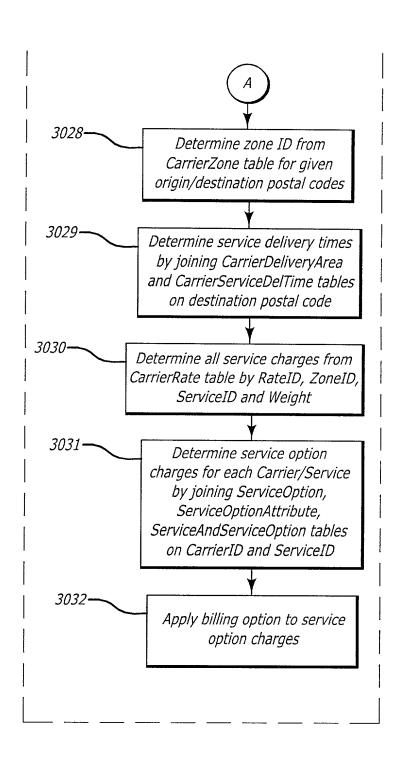
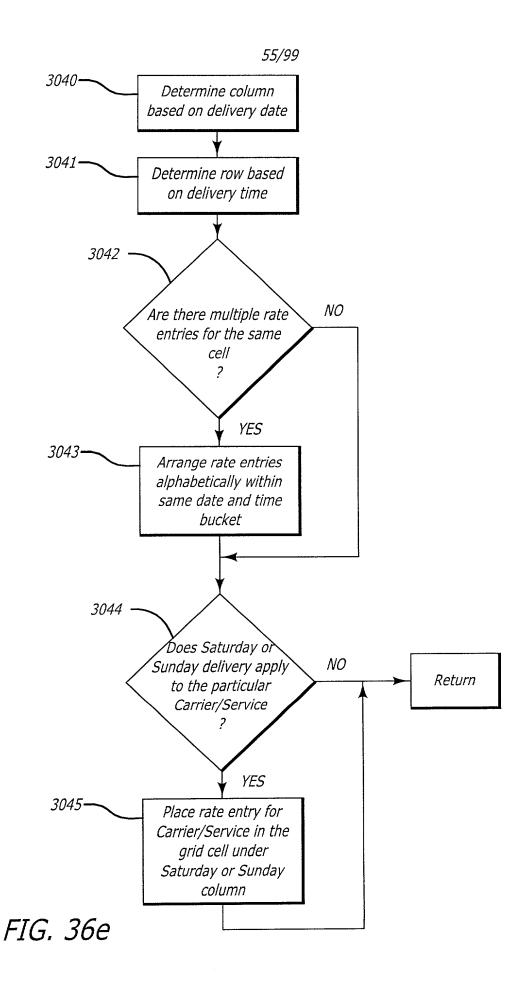


FIG. 36d



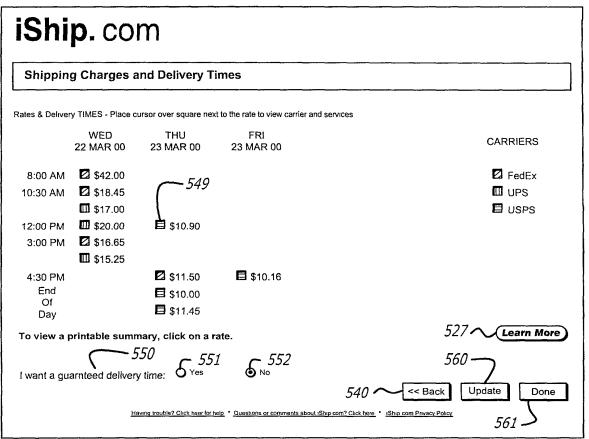
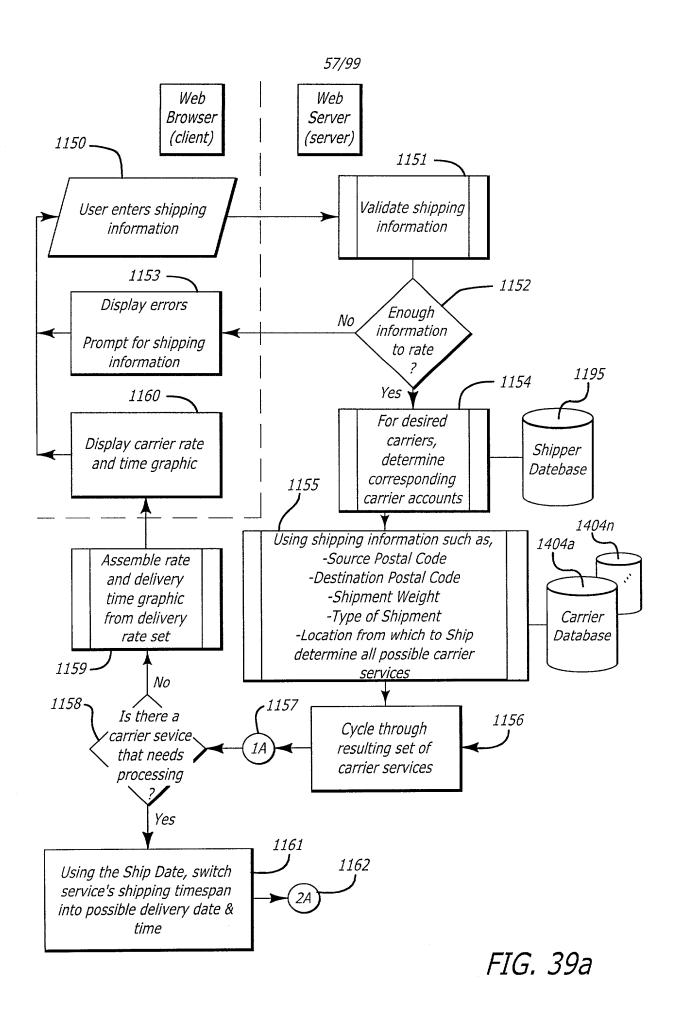
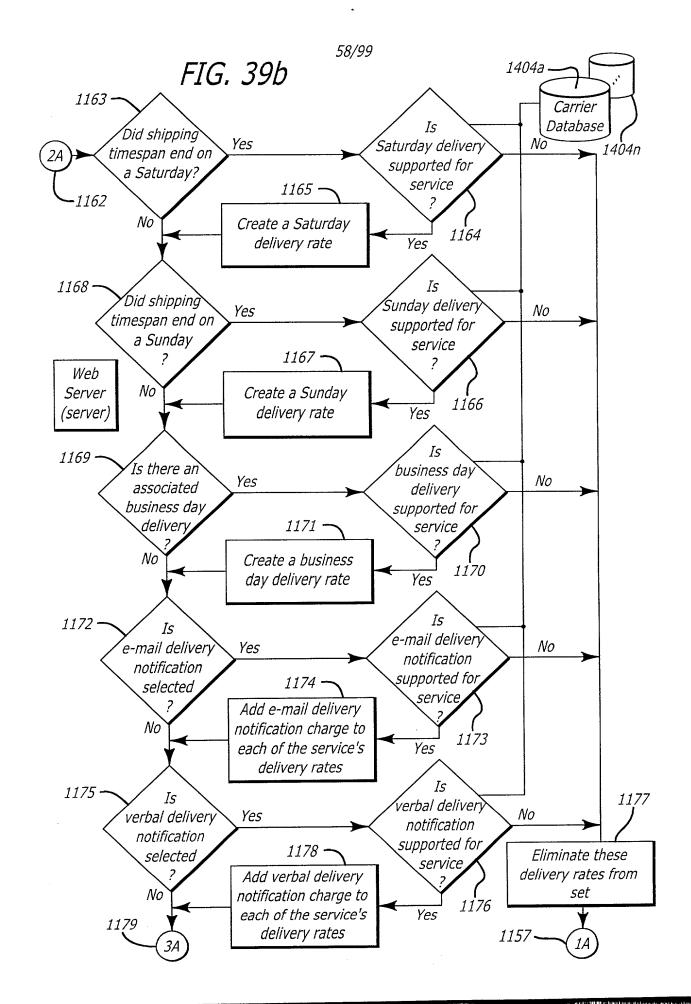
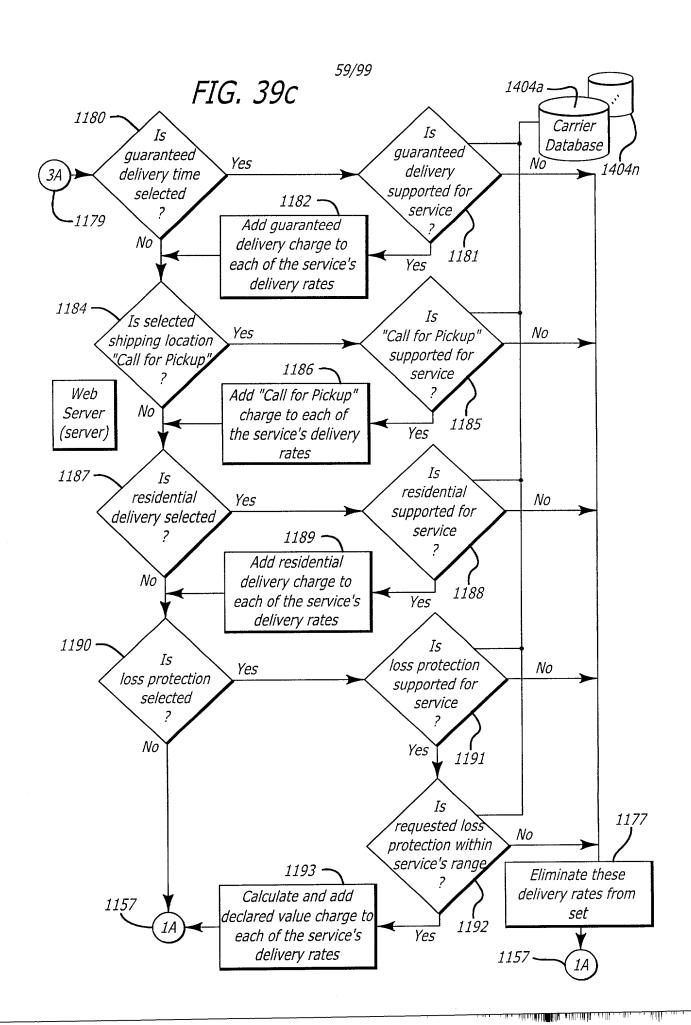


FIG. 37

Summary			
Shipment	Origin Postal Code.	91105	
	Destination Country	USA	
	Destination Postal Code.	98125	
	Actual Weight:	0.125	
	Billed Weight	1 lbs	
	Packaging:	Carrier Letter	
	Service: Sevice Options	UPS Second Day Air AM None Chosen	
Charges	Service:	\$10 80	
g	Service Option	\$0 00	
	Total	\$10 80	
arrange for Pickup	contact UPS at: 1-800-PICK-UPS (1-	-800-742-5877)	







	March	ant Main Menu Choices					
		Order Summary Retu					
	Order #:	Order #: 002-0152586-5576810					
	Date:	July 19,1999 at 09:58 AM PDT					
	Status:	All items shipped					
	Shipping Address: Scott J Beam iShip com 2515 - 140th Ave NE Suit Bellevue, WA 98005 USA		Returns? Click H Return services by iSh	ip com			
Merchant	425,602.5022		Your Internet Package				
	Ship Method:	Number of Shipments:	Payment M	etho			
SubMenu	Standard Shipping	One shipment when complete order is ready	VISA Łast 5 digits 26	6781			
Selections	Items Ordered:			Pric			
	Customers [Audio Casse By: Seth Godin(Reader 1 shipped on Jul 19, 199 1 of: Yeah, It's That Eas	·) 99 via US Priority <mark>y [ECD]</mark> (Audio CD]	-	\$14			
	By. G. Love & Special S 1 shipped on Jul. 20, 198 1 of For those About TimeMASTERED] [Audio Garage By. AC.DC 1 shipped on Jul. 19, 198	99 via US First Class o Rock We Salute You [ORIGINAL RECORDING CD]		\$12 \$11			
	1 of <u>Odelay</u> [Audio CD] By. Beck 1 shipped on Jul 19, 199			\$12			
	1 of. <u>Natty Dread</u> [Audio By: Charlie Hunter Qua 1 shipped on Jul 19, 199	artet		\$12			
	1 of <u>Duo</u> [Audio CD] By: Charlie Hunter, Let 1 shipped on Jul 19, 199			\$1:			
	1 of. <u>RCA WSP150 9001</u> By. RCA 1 shipped on Jul 20, 19t <u>Track your package</u> with			\$14!			
4	105		Item(s) Subtotal Shipping & Handling	\$22 \$1			
			Total Before Tax Tax	\$24° \$2°			

FIG. 40

Merchant Logo

Merchant

SubMenu

Selections

Merchant Main Menu Choices

Package Tracking Results Tracking Information:

DELIVERED Status: Delivery Date:
Delivery Time:
Delivery Location:
Signed By: Bellevue, WA USA Thursday, Jult 22,1999

9:13 AM Reception Bourne UPS

Carrier:

Ground Service.

Tracking Number:

1Z53X86X0302121560

Date: Status:

Order #:

002-0152586-5576810 July 19, 1999 at 09 58 AM PDT

All items shipped

Return to Your Order History

Top of Page

Return to Your Order History

Shipping Address: Scott J Beam IShip com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425 602 5022

Tracking Services By:

Ship.com

Your Internet Package Shipper

FIG. 41

Merchant Logo Merchant Main Menu Choices Order Summary Return to Your Order History Order #: 002-0152586-5576810 Date: July 19,1999 at 09 58 AM PDT Status: All items shipped Returns? Click Here: Shipping Address: Return services by iShip com Scott J. Beam Ship.com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425.602,5022 Ship.com Merchant Your Internet Package Shipper Ship Method: Number of Shipments: Payment Method: SubMenu Standard Shipping One shipment when complete VISA order is ready Last 5 digits 26781 Selections Price: Items Ordered: 1 of: Permission Marketing: Turning Strangers into Friends and Friends into Customers [Audio Cassette] \$14.40 By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority 1 of Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce \$12.99 1 shipped on Jul. 20, 1999 via US First Class 1 of: For those About To Rock We Salute You [ORIGINAL RECORDING \$11 49 REMASTERED] [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority. 1 of Odelay [Audio CD] \$12.99 By: Beck 1 shipped on Jul 19, 1999 via US Prioriry 1 of Natty Dread [Audio CD] By: Charlie Hunter Quartet \$12 99 1 shipped on Jul. 19, 1999 via US Prioriry 1 of Duo [Audio CD] By Charlie Hunter, Leon Parker \$12 99 1 shipped on Jul. 19, 1999 via US Priority 1 of RCA WSP150 900MHz Wireless Speakers [Electronics] \$149 95 By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground Track your package with iShip.com Item(s) Subtotal: \$227.80 405 -Shipping & Handling \$19.56 \$247.36 Total Before Tax Tax. \$21 29 TOTAL \$268 65 Return to Your Order History Top of Page

FIG. 42

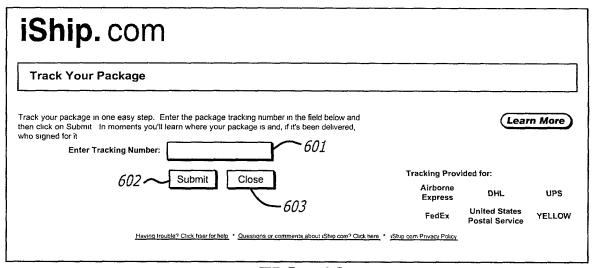


FIG. 43

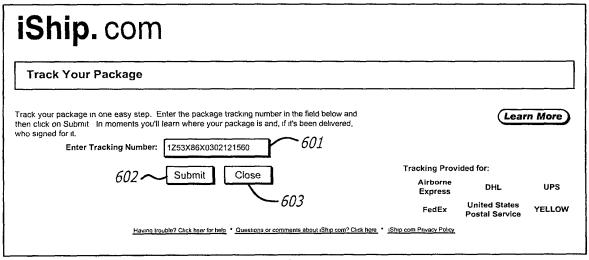


FIG. 44

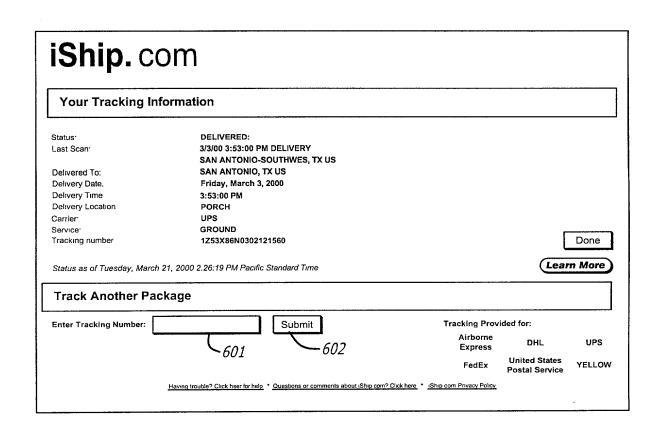


FIG. 45

ſ	MerchantSite.com	Returns Manager	Log Out	Help	iShip.	com	
	Merchant Logo				iShip.	i	
	View Inbound Return Ship	oment			User: .	John Smith	
	View Inbound Return St	nipment		ϵ	Update V	√iew	
	Display: All Returns	То В	e Delivered: Today	7	Sort By Status	<u> </u>	
	620	د 521	622	د 623م 629م	624	ر 625	
	RETURNED FROM	627	SERVICE 628	SHIP DATE J	DESTINATION 1631		
	RETURN REQUESTED (M	A5UWAN PLF45T)	629-1	630	631-1	Details	
632 —	Suzanna Smith 6	27-1 633	Retail Store Return	9/7/99 9/7/99 5:00PM **	008-NYC	$\overline{\zeta_{640}}$	
	RETURN REQUESTED (M	A5UWAN GDMF8K)	628-	1 9/7/99 630	I	Details	
	Conrad Dobler		Retail Store Return	9/7/99 5 00PM **	235-Chicago		
	RETURN REQUESTED (M	A5UWAN C2MYK8)		0/7/00		Details	
	Julie Diener		9/7/99 Retail Store Return 9/7/99 5 00PM **		016-San Jose	Details	
!	IN TRANSIT (M A5UWAN '	(M2DYN)		9/1/99		Details .	
	Jennifer Chase		Ground ARS UPS	9/7/99 5.00PM **	ReturnsCenter	<u></u>	
	IN TRANSIT (M A5UWAN UWQ7V1)		Ground	9/1/99		Details .	
	Gianpietro Ottolini		UPS	9/7/99 5 00PM **	ReturnsCenter		
	IN TRANSIT (M A5UWAN F38YWN)		Ground ARS	9/1/99		Details	
	Caroline Richardson		UPS	9/7/99 5 00PM **	ReturnsCenter		
	IN TRANSIT (M A5UWAN U3FJHV)		Ground ARS 9/1/99			<u>Details</u>	
	Bernard Simpson		UPS	9/7/99 5:00PM **	ReturnsCenter		
	IN TRANSIT (M A5UWAN 2NRDJE)		Ground ARS 9/1/99			Details .	
	Carla Smith		UPS 9/7/99 5·00PM **		ReturnsCenter		
	IN TRANSIT (M A5UWAN Larry Schweitzberg	UDD1XF)	Ground ARS UPS	9/1/99 9/7/99 5 00PM **	ReturnsCenter	Details	
	IN TRANSIT (M A5UWAN Hermann'sGerman A Georgia Schrader		Standard Overnight FedEx	9/699 9/7/99 5 00PM **	ReturnsCenter	Details	
	IN TRANSIT (M A5UWAN California Creative Ernesto Storthenser	DB9K4V)	One Day (PM) UPS	9/6/99 9/7/99 5:00PM **	ReturnsCenter	Details .	
	DELIVERED (M ASUWAN Baja Technologies Robert O'Farrell	I 3TNCHR)	Two Days (AM) UPS	9/5/99 9/7/99 4 18AM	ReturnsCenter	Details	
	DELIVERED (M A5UWAN IShip.com Scott J Bean	4 9ETV6F)	Ground ARS UPS	9/5/99 9/7/99 4 18AM	ReturnsCenter	Details	
	** Indicates expected delivery date	e and lime					

FIG. 46

Sort By 624	• Attention ——— 624-1	• Carrier ——— 624-2	• Company ——— 624-3		• Ship Date ——— 624-5					
To Be Delivered 622	• Today ————— 622-1		• In 3 days —————— 622-3	• In 4 days —————— 622-4	• In 5 days ————— 622-5	• In 6 days ————— 622-6	• In 7 days ————— 622-7	• This Week ——————————————————————————————————	• In the next 7 days ——— 622-9	• In the next 14 days ——— 622-10
Display	٠/	\Box	. \	· \	620-4 Return Requested	2-079				

FIG, 47

ſ	MerchantSite.com	Returns Manager	Log Out	Help	iShip.com
	Merchant Logo				Ship.com Your Internet Package Shipper User: John Smith
	Return to View Inbound				
650	Tracking Information Status: Delivered To: Delivery Date: Delivery Time: Delivery Location: Signed By: Carrier: Service: Tracking Number: Ref Number: "Indicates expected delivery date	Tuesday, September 5:00 PM** Retail Store Return M A5UWAN PLF45T	7, 1999**	008-NYC 6000 Fifth	Name Retail Store Avenue NY 10001 USA
660	Return Information Return Authorization N Category: SKU: Item Description: Manufacturer: Quantity: Item Price: Item Tax: Refund Amount: Reason for Return: Customer Comments: Shipping Paid By:	Number: R-52586-98411 Audio CD GEFWSP-150-0 Natty Dread Charlie Hunter 1 \$12.99 \$1.30 \$14.29 Customer Choi I thought this wonder or well	001 Quartet ce as the Bob Marley CD, n	ot some jazz thing	
670	Order Date: July Order Status: All Customer Name: Suz	:2586-98411 y 19, 1999 at 09:58 AM F items shipped zanna Smith ——	тот 27-1		

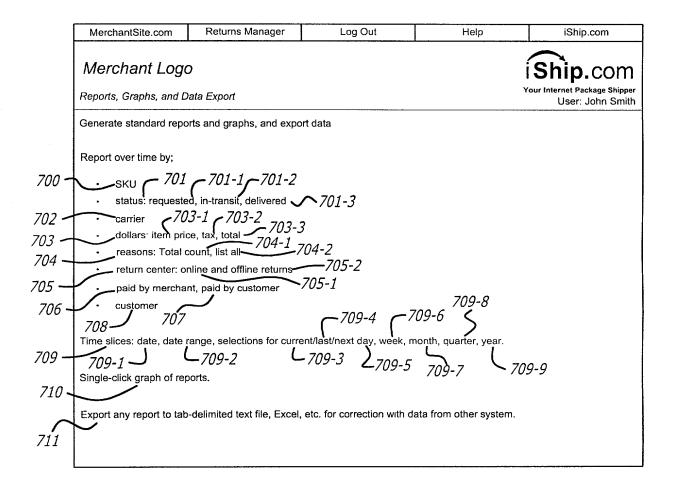
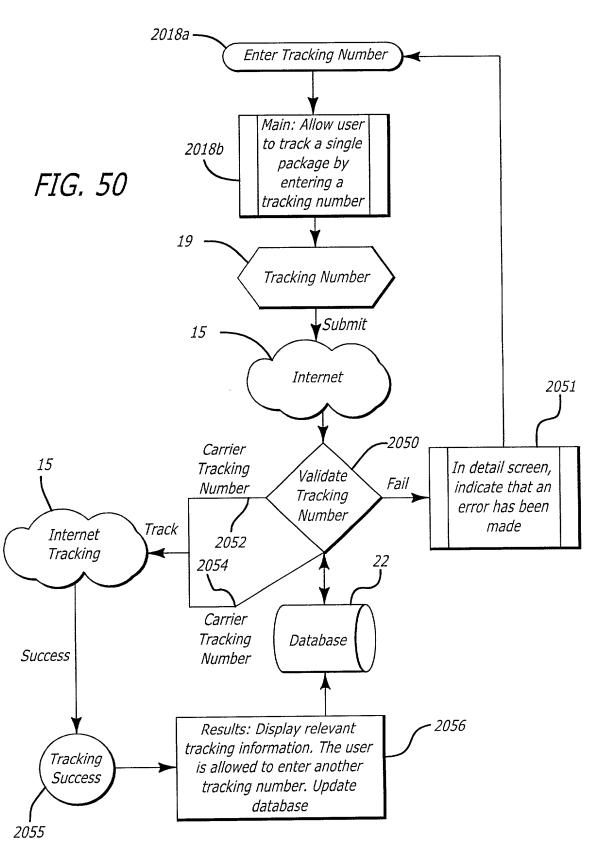


FIG. 49

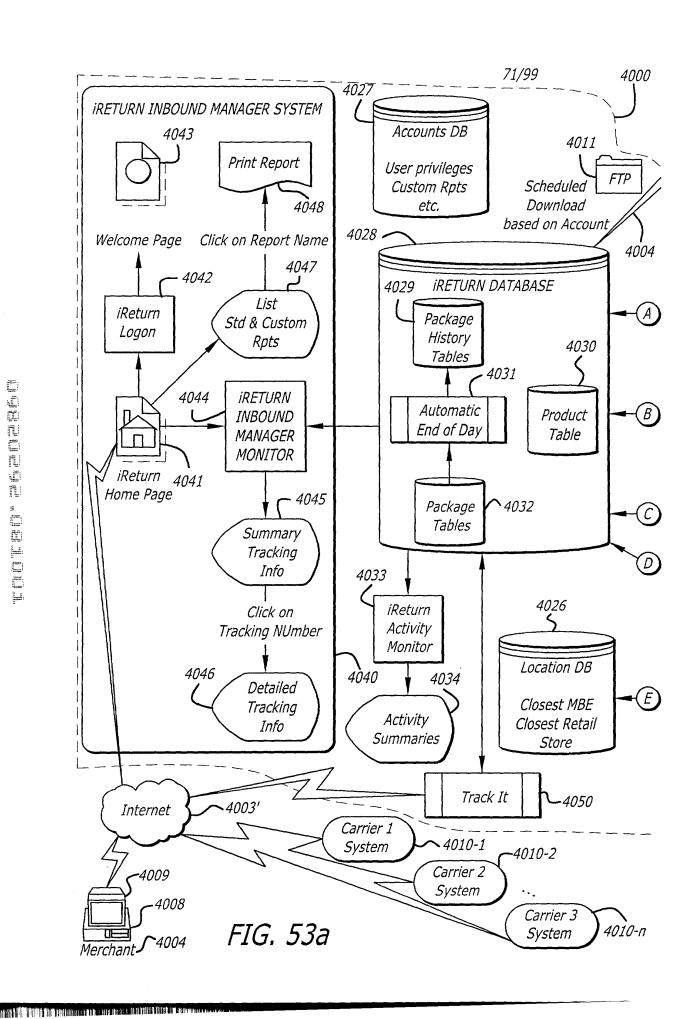


```
<iship.com.request xmins="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
        <header mode="interactive">
                <version major="0" minor="1"/>
             <batch id="AE5E54F08E2311d3984900A0C9D6C226"</p>
             url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
        <sigon sessionid="" userid="test" password="7777777"/>
        <trackit>
                 <package sequencenumber="1">
                          <trackingnumber carrier="ups">
                                  1Z1812530202075466
                          </trackingnumber>
                 </package>
        </trackit>
        <logoff/>
</iship.com.request>
```

FIG. 51

```
<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
        <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
        systemrcode="0"/>
        <trackit>
                <package sequencenumber="1" packagercode="0">
                       <deliveredto> </deliveredto>
                       <deliverylocation>LEFT AT 3S</deliverylocation>
                       <signedby>HOWARD</signby>
                       <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan
                       <status>Delivered</status>
                       <deliverytime>9/1/99 1:50:00 PM</deliverytime>
                       <carrier>UPS</carrier>
                        <service>2ND DAY AIR</service>
                        <shipdate>8/28/99 </shipdate>
                        <trackingnumber>1Z1812530202075466</trackingnumber>
                        <scanlocation>FORT HAMILTON, NY US</scanlocation>
                        <weight>400</weight>
                </package>
       </trackit>
<iship.com.response>
```

FIG. 52



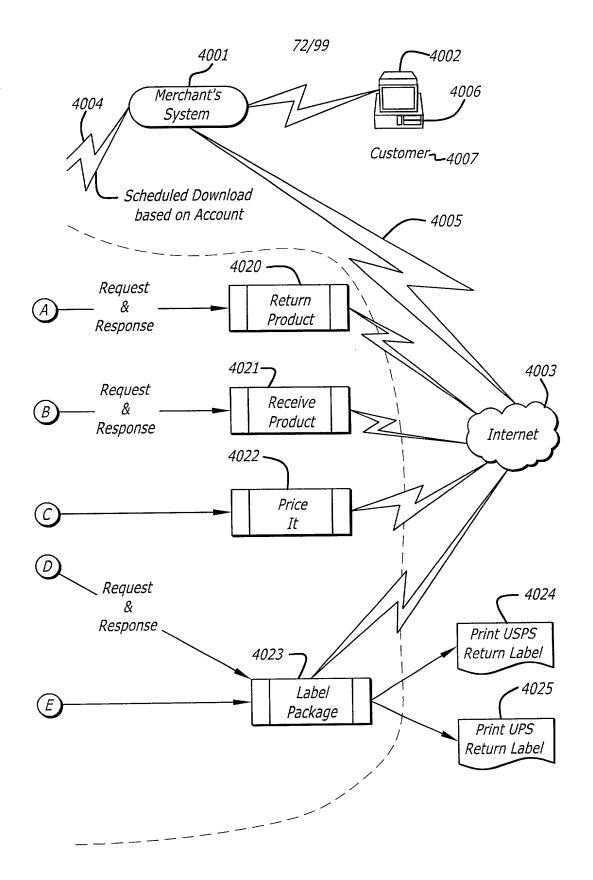


FIG. 53b

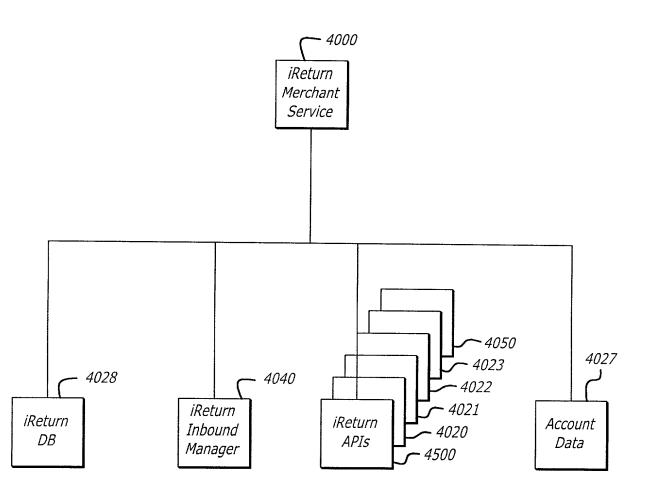
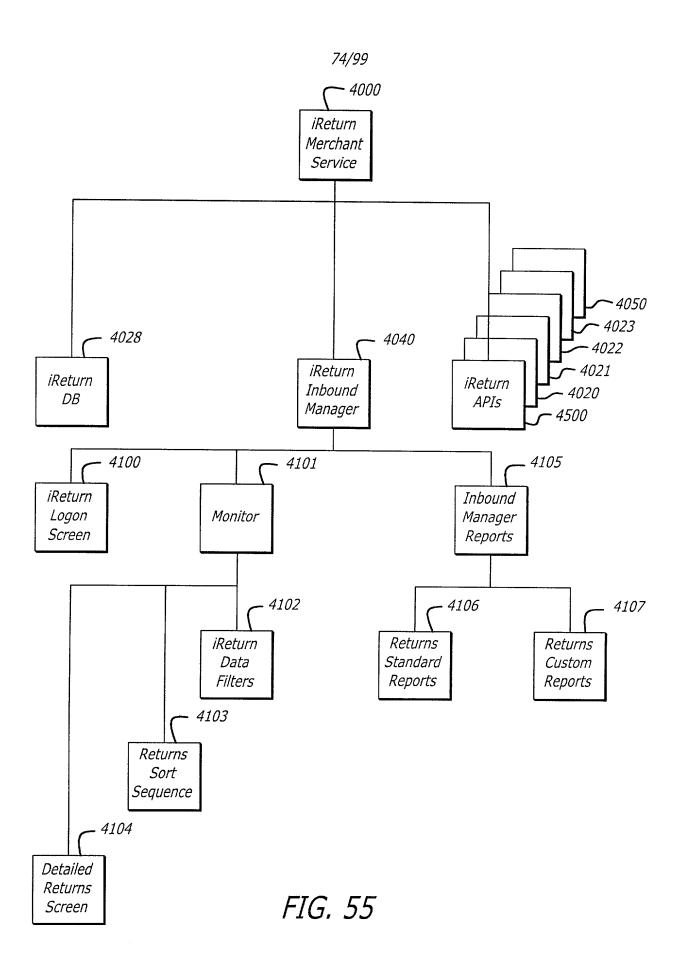
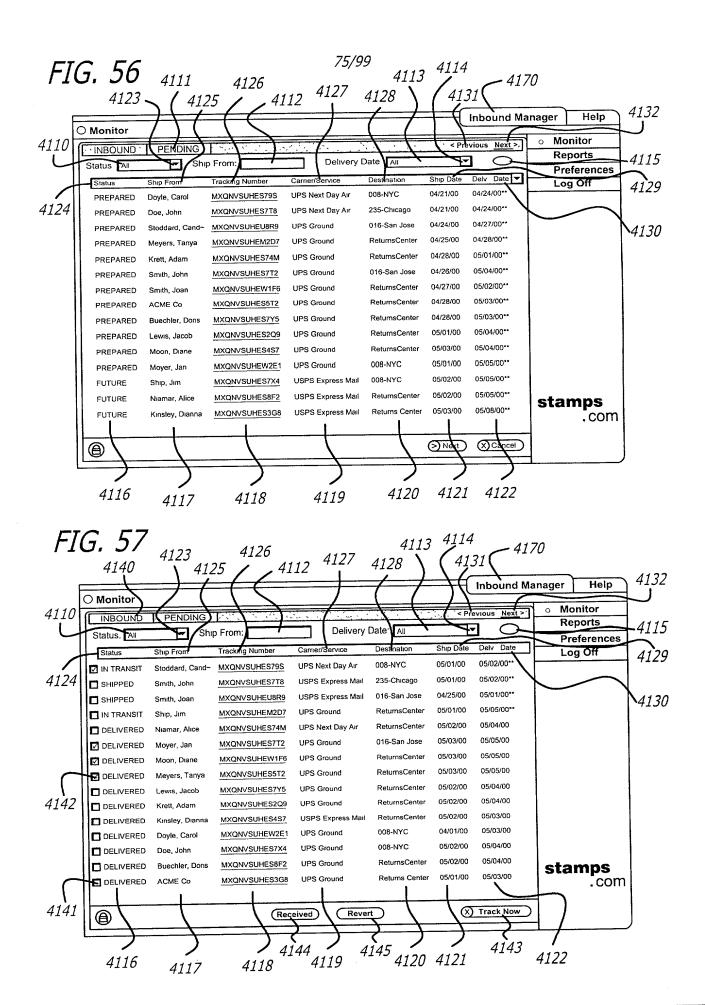


FIG. 54





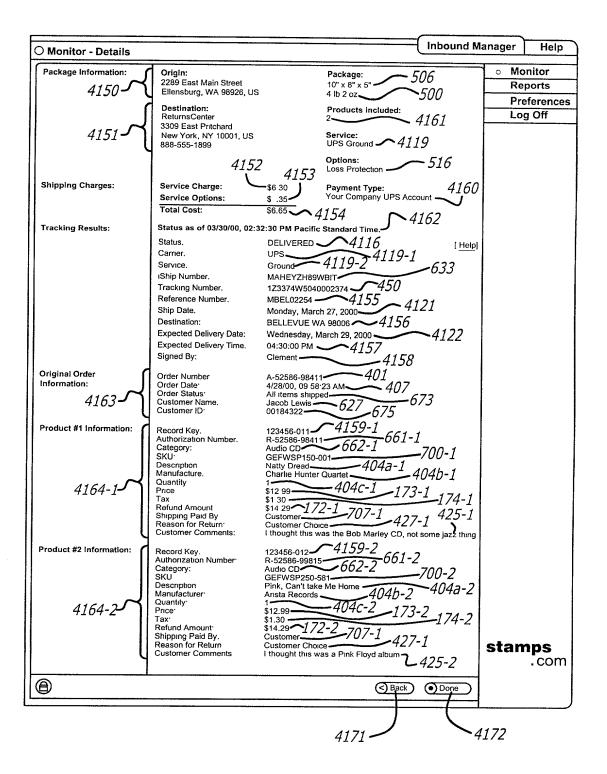


FIG. 58

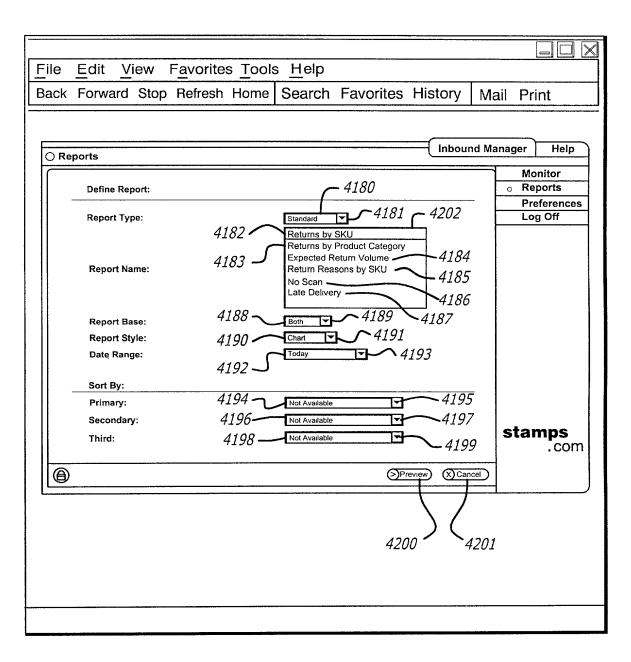


FIG. 59

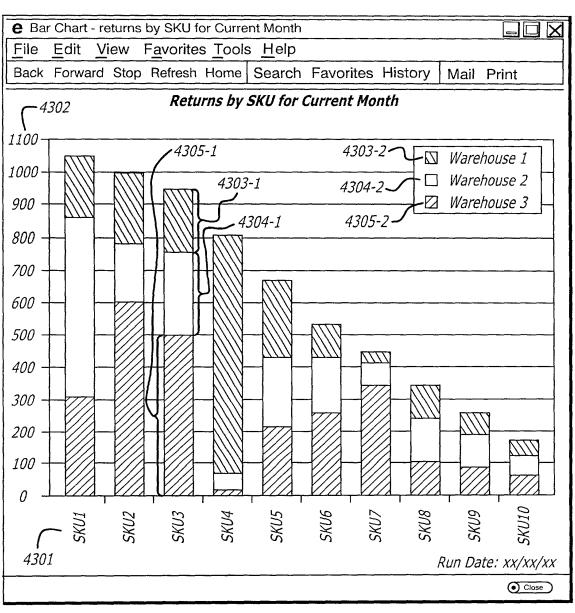


FIG. 60

79/99

Sorted: by most frequently returned item

		Returns by SKU for	r Current Month	4306	-4307 4309
SKU	Warehouse 1	Warehouse 2	Warehouse 3	Totals	Percent of Total
SKU1	311	515	230	1,056	16.8%
SKU2	597	179	222	998	15.9%
SKU3	499	233	215	947	15.1%
SKU4	17	70	729	816	13.0%
SKU5	220	201	259	680	10.8%
SKU6	251	171	123	545	8.7%
SKU7	335	53	64	452	7.2%
SKU8	103	146	106	355	5.6%
SKU9	96	111	61	268	4.3%
SKU10	54	59	58	171	2.7%
Totals	2484	1740	2070	6,288	

FIG. 61

Sorted: by most frequently returned product category Returns by Product Category for Current Week

4308

		4313
Category	Totals	Percent of Total 43
Category6	702	23.5%
Category1	456	15.3%
Category10	399	13.4%
Category7	345	11.6%
Category4	321	10.7%
Category3	234	7.8%
Category9	211	7.1%
Category2	125	4.2%
Category5	116	3.9%
Category8	78	2.6%
Totals	2987	
	43	314

FIG. 63

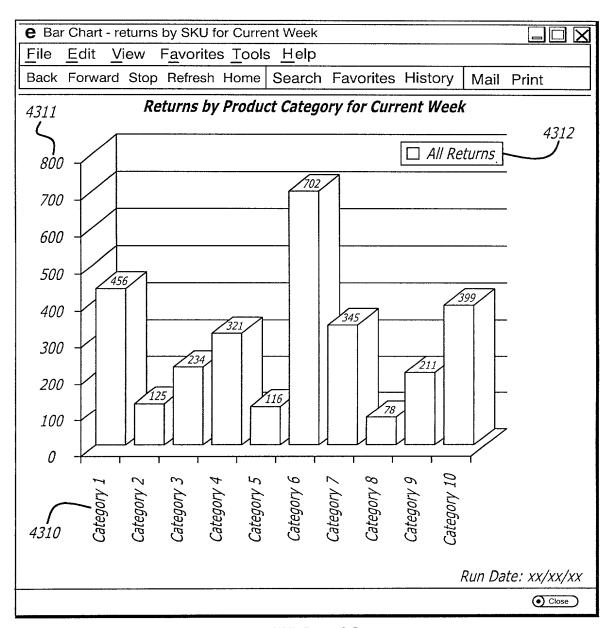


FIG. 62

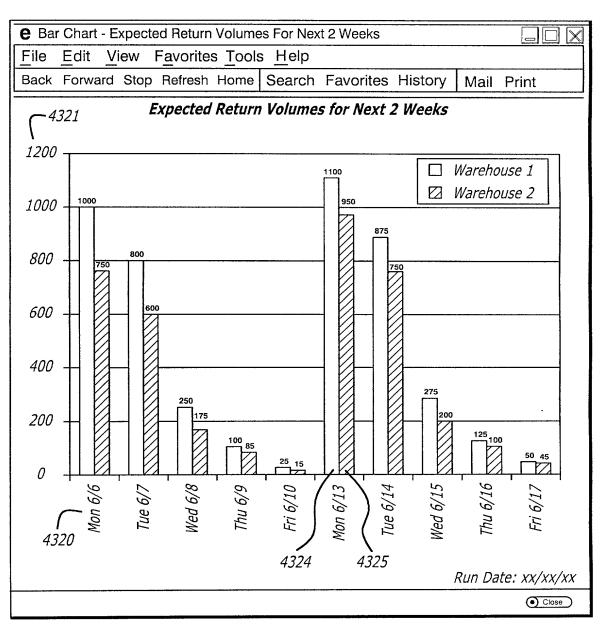


FIG. 64

Sorted : by date

Expected Return Volume for Next Two Weeks

Date	Warehouse 1	Warehouse 2	Totals _
1on 6/5	1,000	750	1,750
Tue 6/6	800	600	1,400
Ved 6/7	256	175	431
Thur 6/8	100	85	185
ri 6/9	25	15	40
1on 6/12	1,100	950	2,050
ue 6/13	875	750	1,625
Ved 6/14	275	200	475
Thur 6/15	125	100	225
ri 6/16	50	45	95
otals	4,607	3,672	8,276

FIG. 65

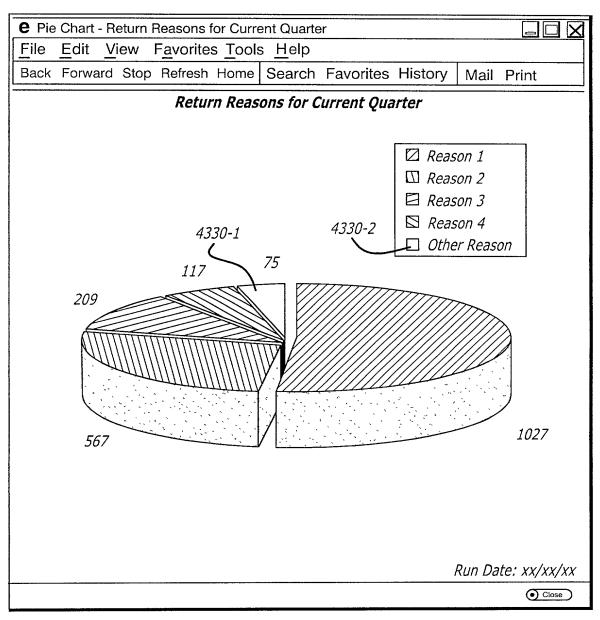


FIG. 66

84/99 Sorted: by most frequently cited return reason Page 1 of 10

Return Reasons for Product Category 1 for Current Quarter

		4331	
Reason	Totals	Percent of Total	4333
Reason1	1,027	51.5 %	
Reason2	567	28.4 %	
Reason3	209	10.5 %	
Reason4	117	5.9 %	
All others reasons	75	3.8 %	
Totals	1,995		
		4332	•

<new page>

FIG. 67a

Sorted: by most frequently cited return reason Page 2 of 10

Return Reasons for Product Category 2 for Current Quarter

Reason	Totals	Percent of Total
Reason4	1,331	41.4 %
Reason2	1,042	32.4 %
Reason1	408	12.7 %
Reason3	331	10.3 %
All others reasons	101	1.0 %
Totals	3,213	

<new page>
repeating for each Product Category
at end, grand total page for all Categories

FIG. 67b

Sorted: Expected Ship Date

, меек
Scan for this
es with No
Packages

9	653	4	-4121	6/9
Carrier/Service	<u></u>	Expected Ship Date	Customer	Merchant Record #
UPS Ground	_	06/19/2000	MX123	2000061900001
UPS Ground		06/19/2000	RA333	20000619000022
UPS Ground		06/19/2000	ST553	20000619000008
UPS Ground		06/20/2000	DB881	20000620003001
UPS Ground		06/20/2000	SG241	20000620000009
UPS Ground	_	06/21/2000	LK123	20000621000011
UPS Ground		06/21/2000	MK763	20000621000451
UPS Ground	1	06/21/2000	MX123	20000621030098
UPS Ground	Г	06/21/2000	MX123	20000621001234
UPS Ground		06/21/2000	RA427	20000621009876
UPS Ground		06/22/2000	21612	20000622000022
UPS Ground		06/22/2000	16400	20000622000437
UPS Ground		06/22/2000	DB881	20000622001204
	l			

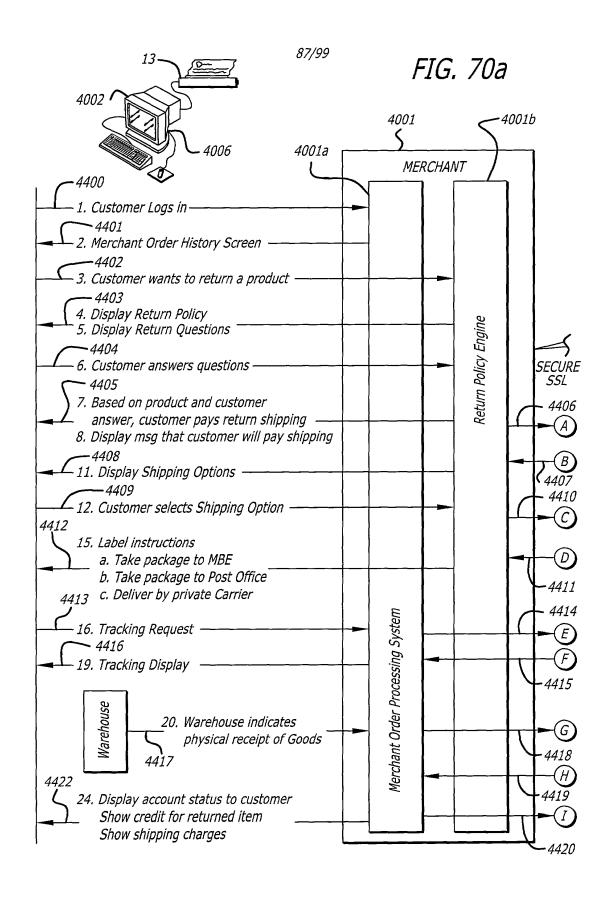
FIG. 68

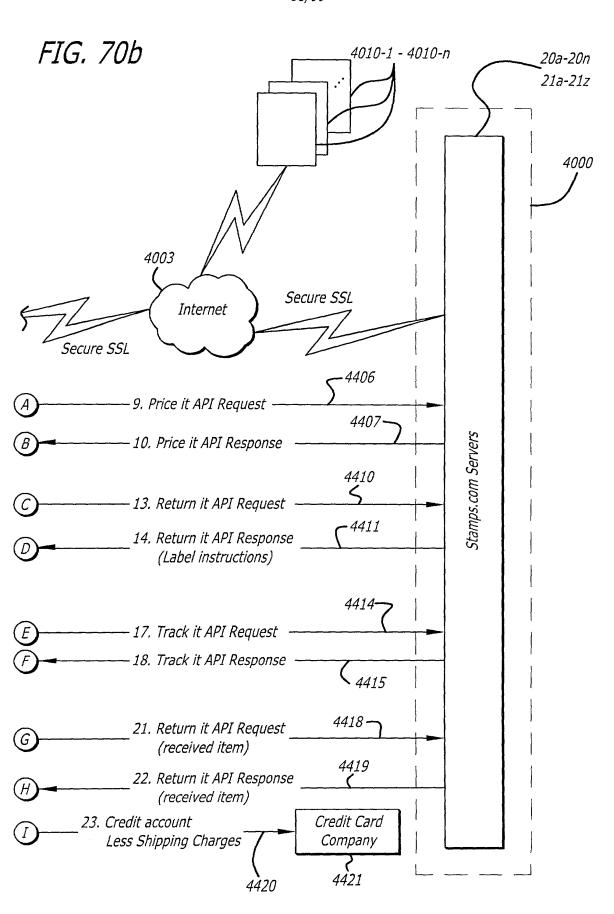
Sorted: Expected Delivery Date

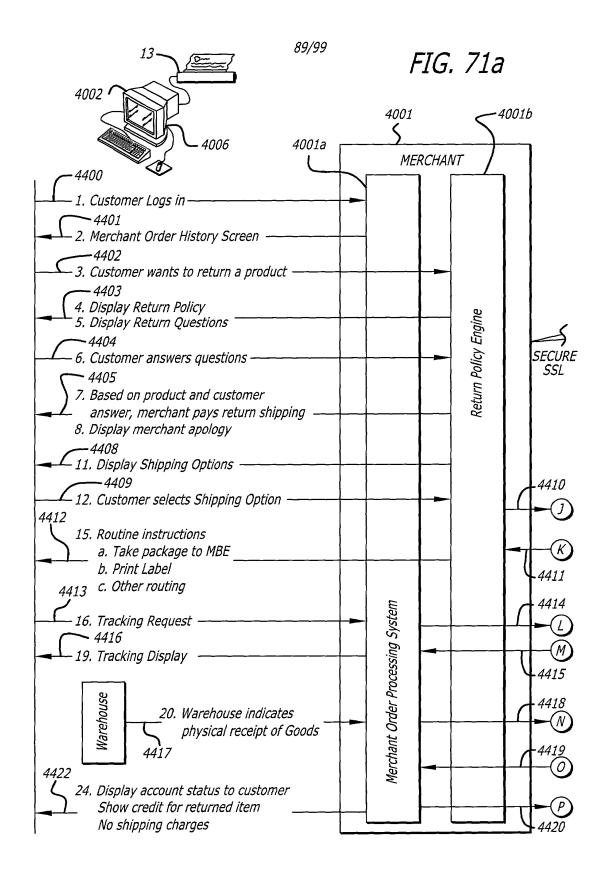
Late Packages for this week

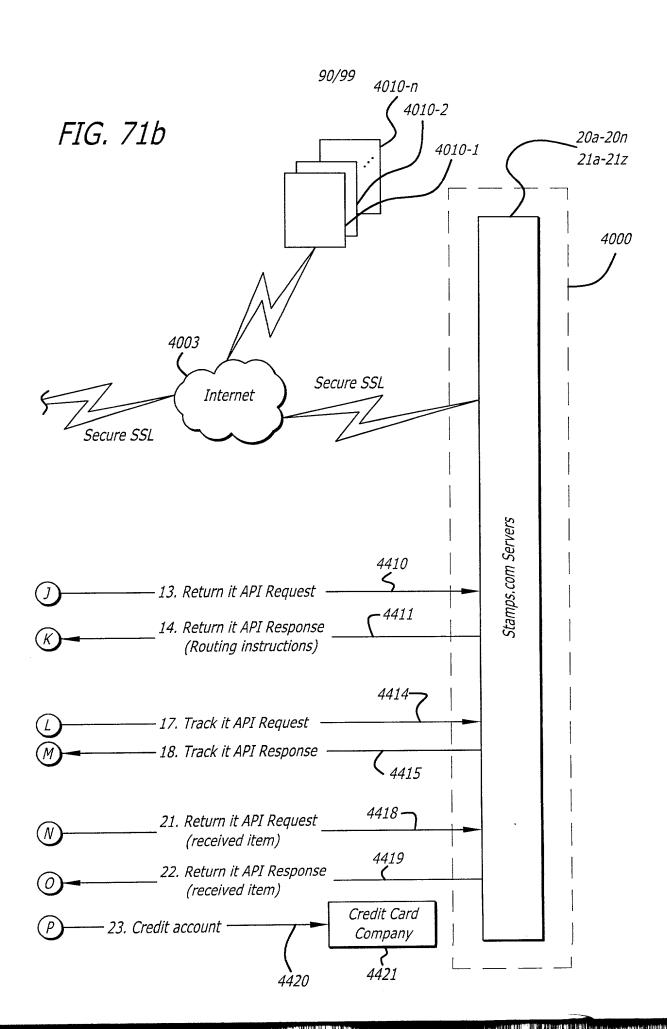
!	4155)												
Merchant Record #		2000061900001	2000061900002	2000061900008	20000250003001	5000002500005	20000621000011	20000621000451	20000621030098	20000621001234	20000621009876	2000022900002	20000622000437	20000622001204
Customer		MX123	RA333	S1553	DB881	SG241	LK123	MK763	MX123	MX123	RA427	Z161Z	16400	DB881
Status			In Transit	In Transit			In Transit	Delivered	In Transit		Delivered	In Transit		In Transit
Expected	DIVry Date	06/19/2000	06/19/2000	0007/61/90	06/20/2000	06/20/2000	06/21/2000	06/21/2000	06/21/2000	06/21/2000	06/21/2000	06/22/2000	06/22/2000	06/22/2000 In Transit
Carrier/Service		USPS Parcel P	punos9 SdN	Dunos Ground	USPS Parcel P	USPS Parcel P	UPS Ground	UPS Ground	UPS Ground	USPS Parcel P	Dunos Stonud	punos9 SdN	USPS Parcel P	DDS Ground
Package Tracking #		MATKP9GUZFXG3	MFTKP9GUZFXG3	MHTKP9GUZFXG3	MTXKP9GUZFXG3	MT3KBP9GUZFXG	MTQPC9GUZFXG3	M8OP9VGUZFXG3	MTKP9GWUZFXG3	M44P9GU3ZFXG3	MPLP9GUZ5FXG3	MEKP9GUZF6XG3	MTUP9GUZFX7G3	M6XP9GUZFXGQ3
	Carrier/Service Expected Status Customer Merchant Record #	Carrier/Service Expected Status Customer Dlvry Date	Carrier/Service Expected Status Customer Merchant Record # Dlvry Date DNry Date MX123 20000619000001	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000022	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000002 UPS Ground 06/19/2000 In Transit ST553 20000619000008	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000002 UPS Ground 06/19/2000 In Transit ST553 20000619000008 USPS Parcel P 06/20/2000 In Transit ST553 20000619000008	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit R4333 20000619000001 UPS Ground 06/19/2000 In Transit S7553 20000619000008 USPS Parcel P 06/20/2000 In Transit S7553 20000619000008 USPS Parcel P 06/20/2000 DB881 20000620000009	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000001 UPS Ground 06/19/2000 In Transit ST553 20000619000008 USPS Parcel P 06/20/2000 In Transit ST553 20000620003001 USPS Parcel P 06/20/2000 In Transit SG241 20000620000009 UPS Ground 06/21/2000 In Transit LK123 20000621000011	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000001 UPS Ground 06/19/2000 In Transit ST553 20000619000008 USPS Parcel P 06/20/2000 In Transit SG241 20000620000009 USPS Parcel P 06/20/2000 In Transit LK123 20000621000011 UPS Ground 06/21/2000 In Transit LK123 20000621000451	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 2000061900002 UPS Ground 06/19/2000 In Transit ST553 20000619000008 UPS Ground 06/19/2000 In Transit ST553 2000062000008 USPS Parcel P 06/20/2000 In Transit LK123 20000621000011 UPS Ground 06/21/2000 In Transit LK123 200006210000451 UPS Ground 06/21/2000 In Transit MX123 20000621030098	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000001 UPS Ground 06/19/2000 In Transit ST553 20000619000008 USPS Parcel P 06/20/2000 In Transit SG241 20000620000009 USPS Parcel P 06/21/2000 In Transit LK123 20000621000011 UPS Ground 06/21/2000 In Transit LK123 200006210000451 UPS Ground 06/21/2000 In Transit MX123 20000621030098 UPS Ground 06/21/2000 In Transit MX123 20000621030098	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 2000061900001 UPS Ground 06/19/2000 In Transit ST553 20000619000002 USPS Parcel P 06/19/2000 In Transit ST553 20000619000008 USPS Parcel P 06/20/2000 In Transit LK123 20000621000011 UPS Ground 06/21/2000 In Transit MX763 20000621000451 UPS Ground 06/21/2000 In Transit MX123 20000621030098 UPS Ground 06/21/2000 In Transit MX123 20000621000451 UPS Ground 06/21/2000 In Transit MX123 20000621000234 UPS Ground 06/21/2000 Delivered RA427 20000621009876	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 20000619000001 UPS Ground 06/19/2000 In Transit ST553 20000619000002 UPS Ground 06/19/2000 In Transit ST553 2000062000000 USPS Parcel P 06/20/2000 In Transit LK123 2000062000000 UPS Ground 06/21/2000 In Transit LK123 20000621000011 UPS Ground 06/21/2000 In Transit MX123 20000621000451 UPS Ground 06/21/2000 In Transit MX123 20000621000234 UPS Ground 06/21/2000 In Transit XX123 20000621000234 UPS Ground 06/21/2000 In Transit ZL912 20000621009876	Carrier/Service Expected Status Customer Merchant Record # USPS Parcel P 06/19/2000 In Transit RA333 2000061900001 UPS Ground 06/19/2000 In Transit ST553 20000619000022 USPS Parcel P 06/20/2000 In Transit ST553 2000062000008 USPS Parcel P 06/20/2000 In Transit LK123 2000062000009 UPS Ground 06/21/2000 In Transit MX763 20000621000451 UPS Ground 06/21/2000 In Transit MX123 20000621001234 UPS Ground 06/21/2000 In Transit RA427 20000621001234 UPS Ground 06/21/2000 Delivered RA427 200006210019876 UPS Ground 06/21/2000 In Transit Z1912 20000622000022 UPS Ground 06/21/2000 In Transit Z1912 20000622000022

FIG. 69









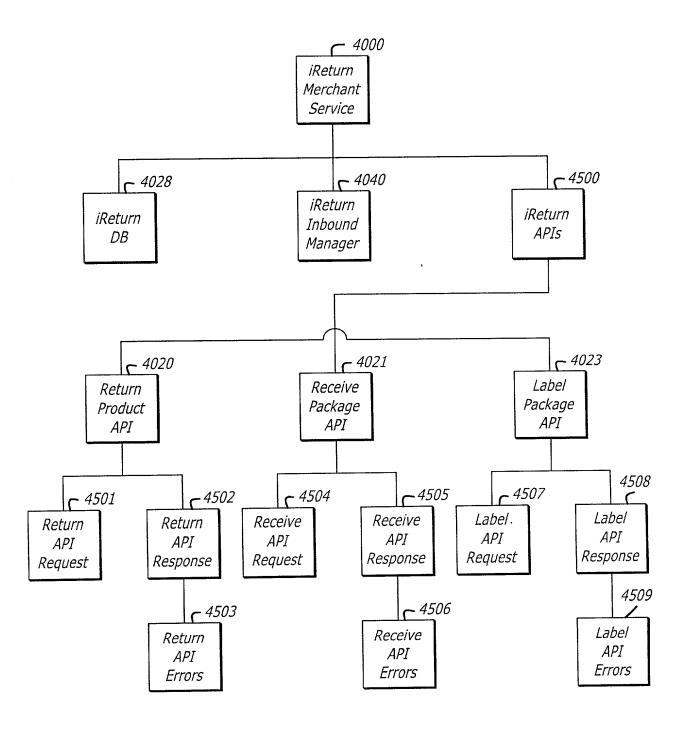


FIG. 72

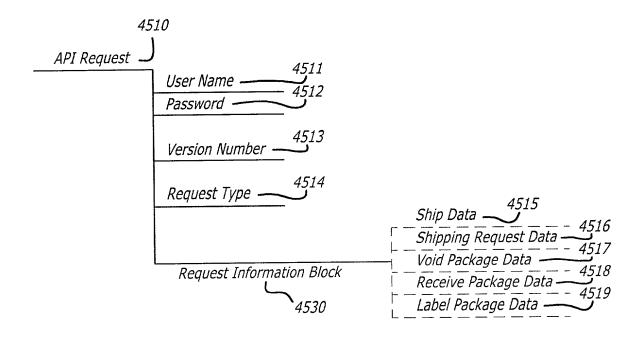


FIG. 73

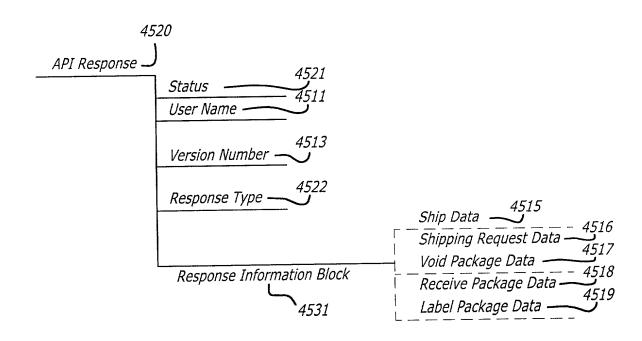


FIG. 74

Laser Label - Microsoft Internet Explorer - (W.)	Vorking Offline)
File Edit View Favorites Tools Help	
Back Forward Stop Refresh Home Search	·
1 1	PARCEL POST PARCEL POST ERCHANDISE RETURN LABEL Permit No xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
PRINT THIS L. DO NOT PHO Using a photocopy could delay the delivery of your pace To prepare your package for shipment, you need to do the following: 1. Use the Print button inyour browser to print this page to your laser page. Fold the printed page in half and use as the shipping label. 3. Affix the shipping label to your package so that the entire label is visited.	DTOCOPY ckage and will result in additional shipping charges

FIG. 75a

PRINT THIS LABEL NOW

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges.

To prepare your parcel for shipment, you need to do the following:

Use the Print button in your browser to print this page to your laser printer.

Fold the printer page in half and use as the shipping label.

Affix the shipping label to the address side of your parcel so that the entire label is visible.

Completely cover any previous delivery address and barcode.

Do NOT overlap any adjacent side.

If tape or similar material is used to affix the label to the package it must NOT cover any

part of the label where postage and fee information is to be recorded.

Obliterate any other addresses and barcodes on the outside of the parcel.

Take the parcel to a post office.

Drop in a collection box, or

Give to a postal carrier.

If a mailing acknowledgment is attached or insurance is marked on the label, the parcel

must be taken to a post office.

FIG. 75b

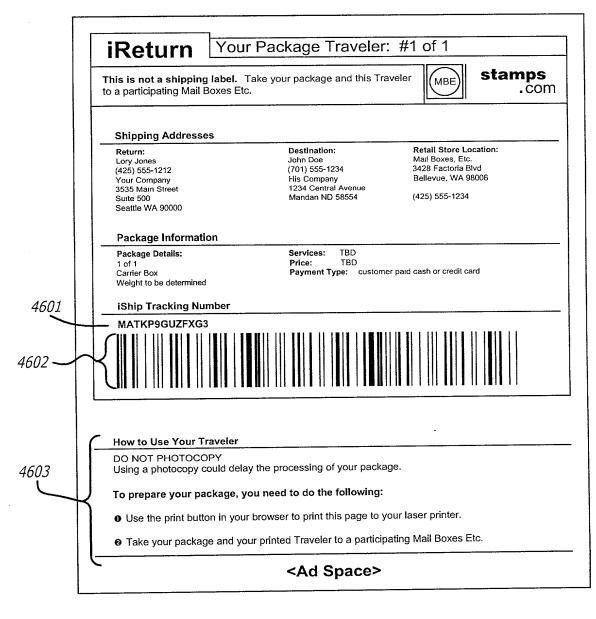
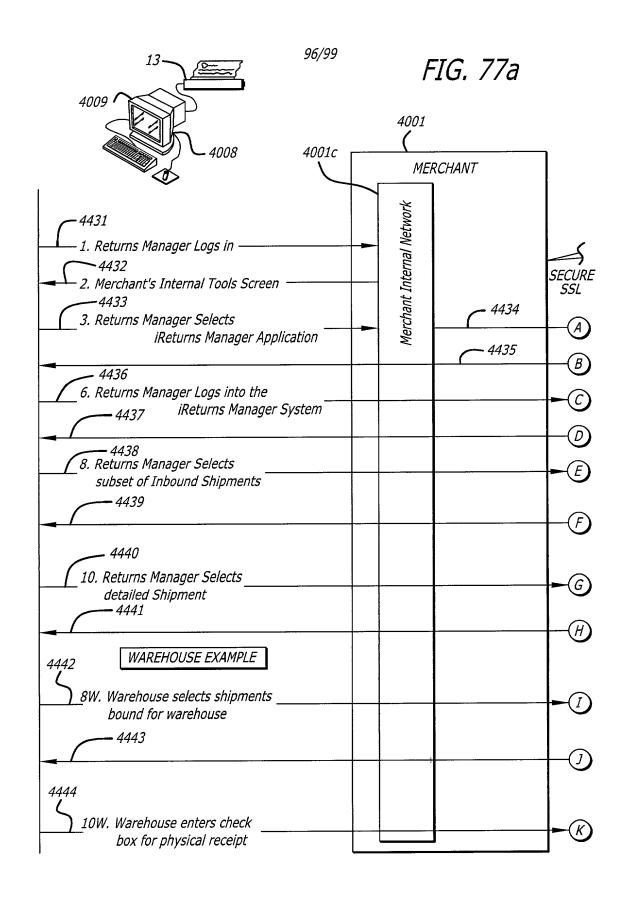
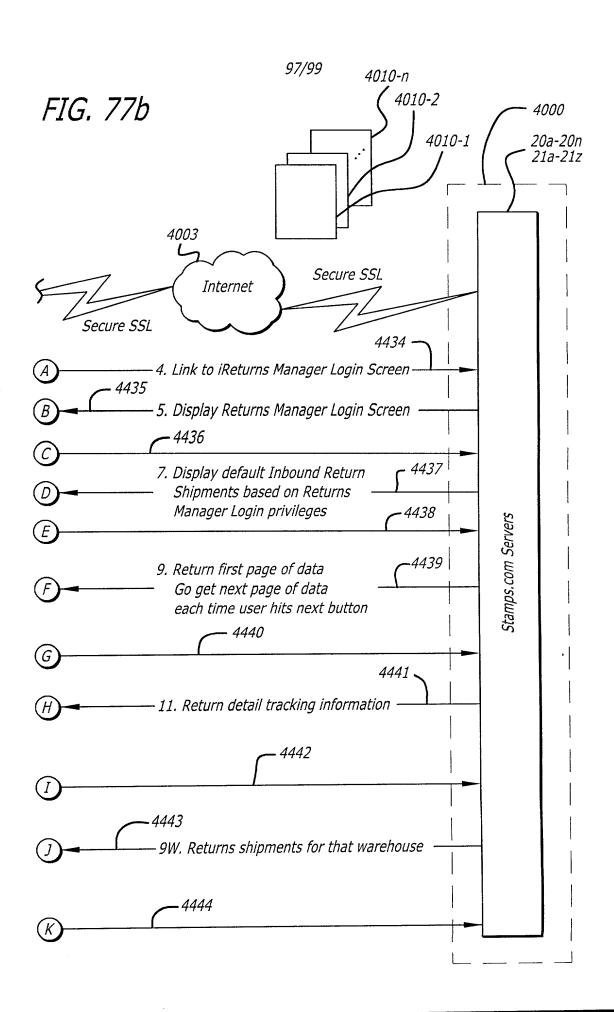


FIG. 76





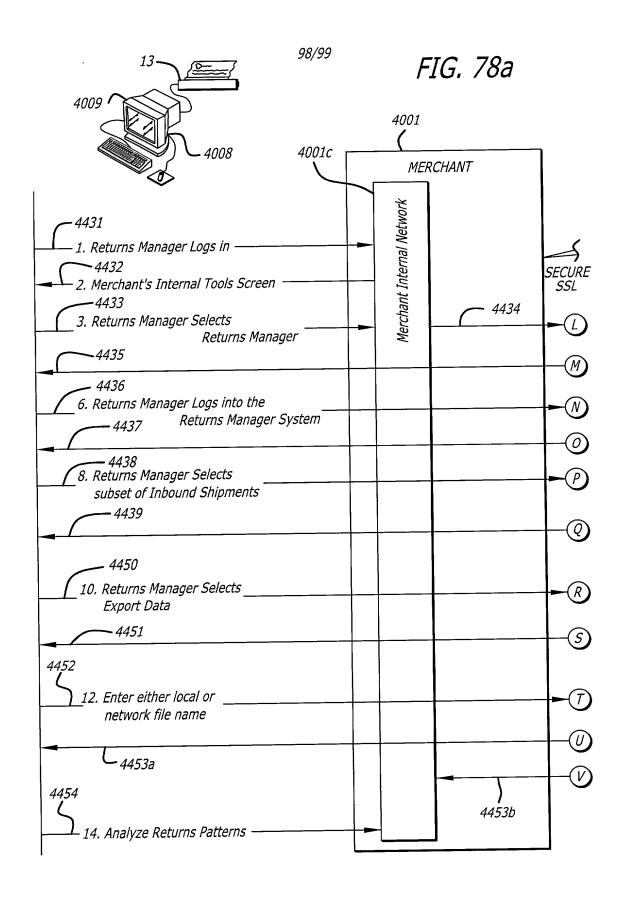


FIG. 78b

